



Mitel Performance Analytics (MPA) for MiVoice 5000

Better network performance for business success.

March 2020

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How To Use This Presentation

This is a complete slide deck for Mitel Performance Analytics.

This slide deck includes:

- Overview of MiVoice 5000 Support
- Introduction to Mitel Performance Analytics
- Overview of MiVoice 5000 Support
- Customer Success Stories
- MPA Resources



MPA FOR MIVOICE 5000





MiVoice 5000

Well-recognized as a proven technology, MiVoice 5000 is a feature-rich communications solution, including real-time workgroup collaboration as well as contact-center capabilities.

Key Features

- Excellent Customer Experience
- Flexible Deployment
- A Broad Choice of Value-Added Applications
- Open and Easy to Integrate With



Support for MiVoice 5000

Until now only Standard Software Assurance was offered for MiVoice 5000

As of April 2020, Premium Software Assurance which includes Mitel Performance Analytics will be offered for MiVoice 5000

Premium Software Assurance

- ✓ 24/7 technical support
- ✓ Mitel Performance Analytics

Mitel Performance Analytics

- ✓ Mitel products support
- ✓ Fault reporting
- ✓ Performance monitoring, VQ and traffic
- ✓ Server metrics
- ✓ Report generation – on demand or automated
- ✓ Cloud or on-premises deployment support

Mitel Performance Analytics Plus

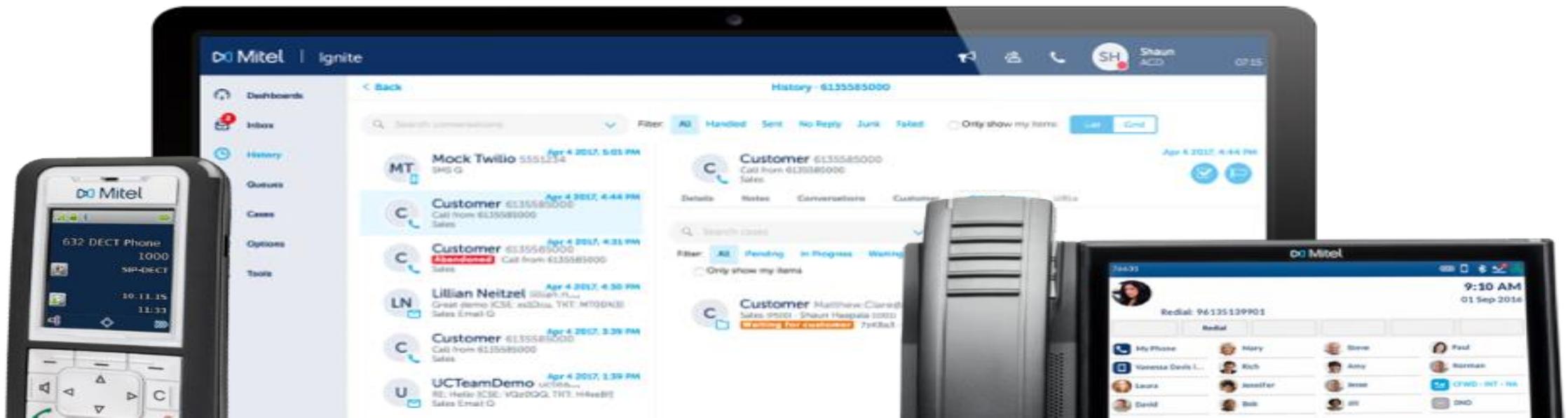
- ✓ Advanced UC network testing
- ✓ Hardware, Software and License inventory
- ✓ Third-party products support
- ✓ Air-gapped deployment support

Product	Premium SWA	MPA Plus
MiVoice 5000	Yes	Yes
MiVoice 5000 Manager	Yes	No
MiCollab	Yes	No
MiVoice Border Gateway	Yes	No
MiContact Center Business	Yes	No
Mitel 5000 Contact Center	No	No
Mitel InAttend	No	No
VTPro	No	No



Mitel Performance Analytics for MiVoice 5000

Mitel Channel partners can now monitor the performance and availability of **multiple MiVoice 5000** systems from their Mitel Performance Analytics instance, ensuring problems can be detected and addressed **BEFORE** they impact the customer.



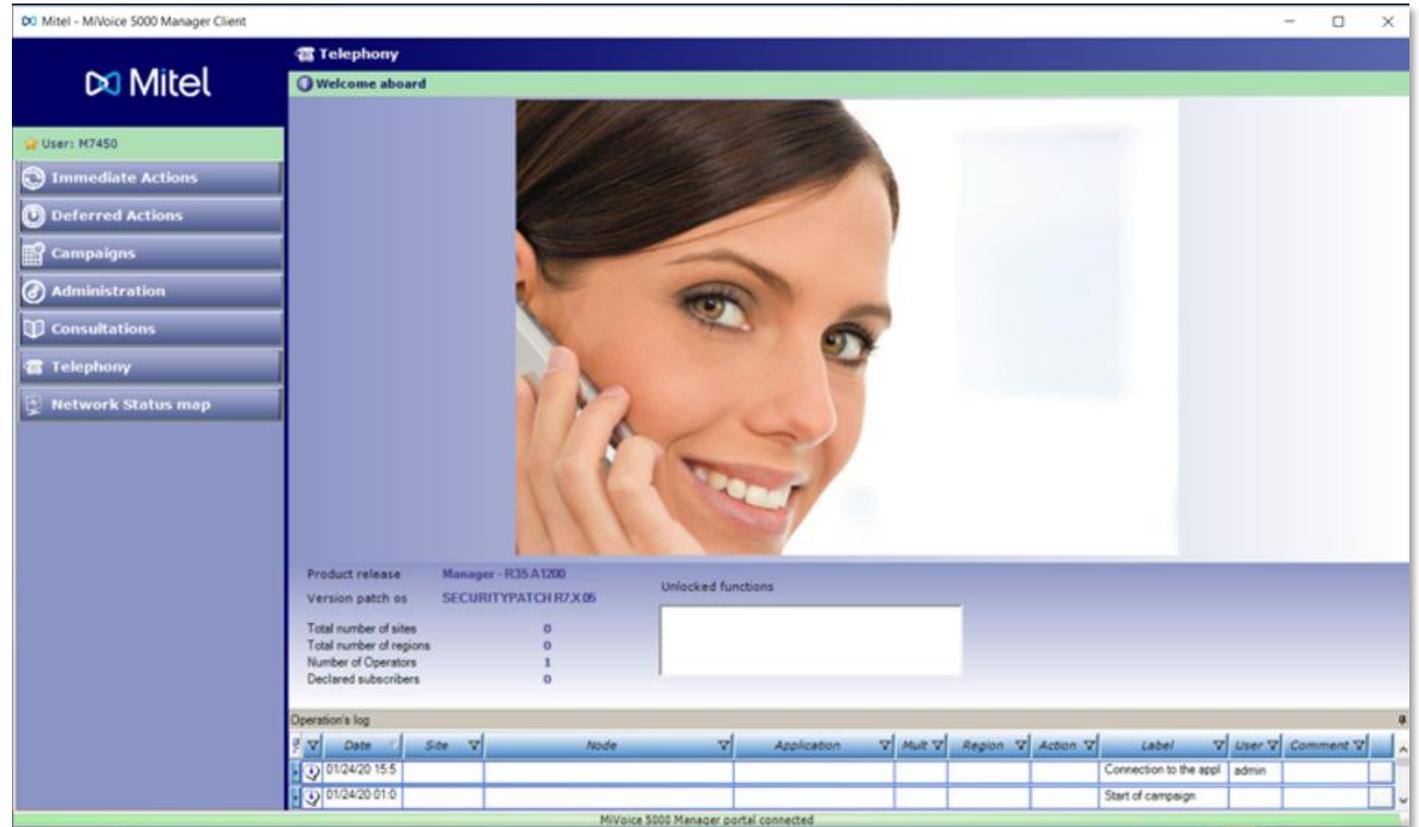
Mitel Performance Analytics for MiVoice 5000

Mitel Performance Analytics 3.1 includes support for MiVoice 5000

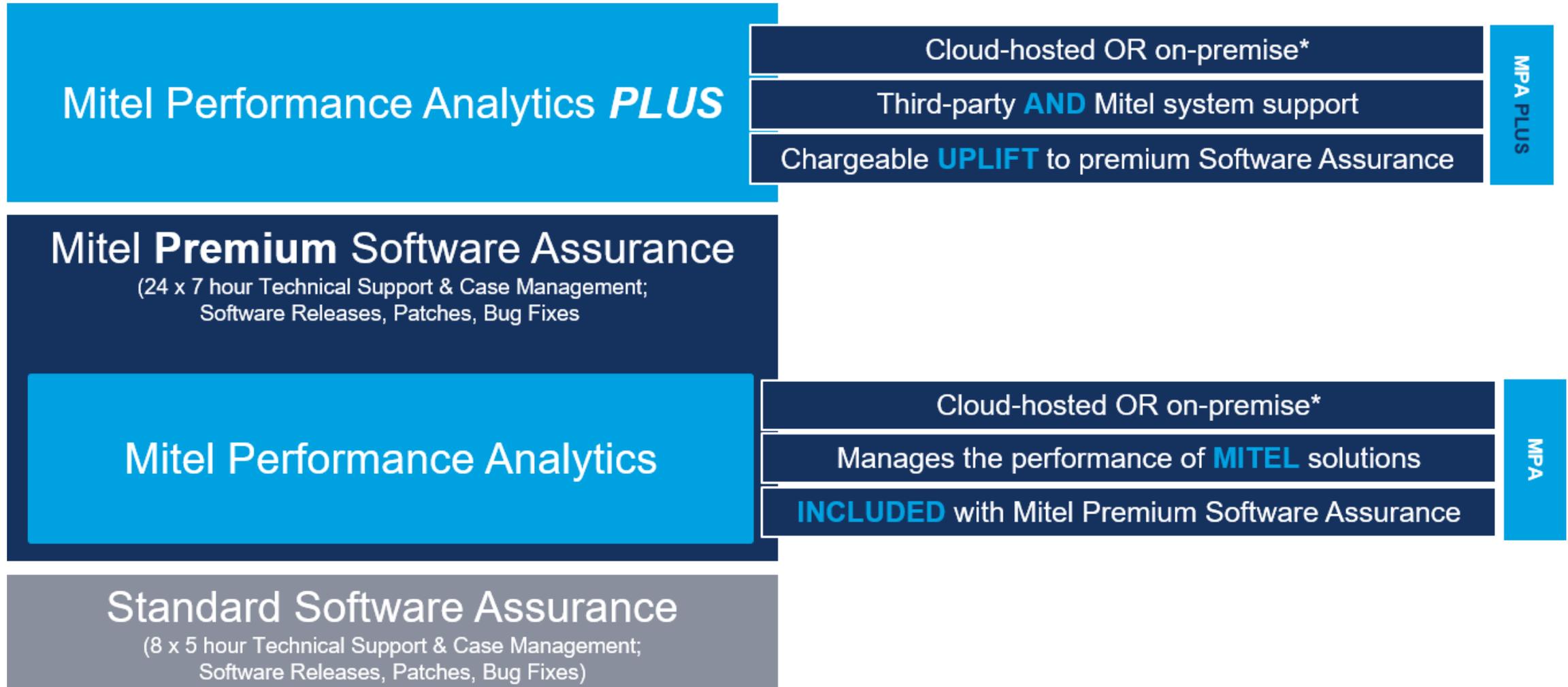
Monitor the performance and availability of **multiple MiVoice 5000 systems** from their MPA instance, ensuring problems can be detected and addressed **BEFORE** they impact the customer

Support includes :

- ✓ Secure remote access
- ✓ Telephony services monitoring
- ✓ CPU memory monitoring
- ✓ Disk monitoring
- ✓ Network monitoring
- ✓ Alarm management



Mitel SWA and MPA Service Tiers: MiVoice 5000



MiVoice 5000 Manager Features

Feature	SWAS Tier	Feature Definition	MPA 3.1	MiVoice 5000 Manager
24/7 Technical Support	Premium	Support that is available anytime	✓	Forum support if Nagios is installed
Device Information	Premium	All container info such as Maintenance Expiry, Service Account ID etc.	✓	Some information if Nagios is installed
Server Performance Metrics	Premium	Hardware/system health check	✓	Some host monitoring is available if Nagios is installed and working
Reachability	Premium	4 tests to determine network status (Ping Time, Trace Route, MTR, ifTop) and DNS lookup	✓	✗
Device Alarms	Premium	Create alarms for any parameter	✓	View only if Nagios is installed and working
Performance Threshold Alarms	Premium	Create threshold alarms for various parameters	✓	✗
MPA System Licensing IDs	Premium	Indicates what the customer is licensed for	✓	✗
Licenses Used/Available - Mitel Systems	Premium	Indicates what the customer is licensed for and license usage	✓	✗
Voice Quality Monitoring - Basic Troubleshooting	Premium	Provides a picture of call quality	✓	✗
Digital and SIP Trunk Utilization	Premium	*connects to MCD only Trunk maximization by determining maximum usage	✓	✗
Single-click Remote Access	Premium	Remote access to all customers on a network (i.e.: Hyatt IT can access all properties around the world)	✓	✗
On-premises or Cloud deployment option	Premium	MPA either in the Cloud or behind the firewall	✓	✗
Emergency Response Alarms	Plus	Report of the number of 911 (or other) emergency calls made	✓	✗
IPT User Dashboard	Plus	User associated dashboard	✓	✗
Trunk Traffic Analytics - Recommendations	Plus	Display of Trunk performance vs Time and provides recommendation using algorithms. Will also forecast performance based on historical data.	✓	✗
MBG VQ Reports/ SIP Trunk VQ Reports	Plus	*only used with MBG boxes. Same as Trunk Utilization but also adds voice quality analysis	✓	✗
Scheduled Device Group Operations	Plus	Moving devices between containers (see Device Operations)	✓	✗



MiVoice 5000 Manager Features continued...

Feature	SWAS Tier	Feature Definition	MPA 3.1	MiVoice 5000 Manager
SMDR record collection	Plus	<ul style="list-style-type: none"> Audit & Report of all transactions Quick analysis of: <ul style="list-style-type: none"> Device Info; System info; Identity; Versions Alarms Voice Quality Calls/hour Event Stream SDS error rate IP set inventory Interfaces Port Forwards Node license Usage Ping Time MiVoice Business Processes 	✓	x
System backup, local or cloud storage	Plus	Backups in Cloud or local. Cloud storage is included in Plus Service and is unlimited data!	✓	Local only
Advanced UC Network Testing	Plus	Tests the integrity of the network: <ol style="list-style-type: none"> Traceroute SIP call test Ext call test SIP Registration test 	✓	x
Site or multi-site management capacity	-		unlimited	up to 2,000
Subscriber management capacity	-		unlimited	up to 300,000





MPA Features by Platform 2020

Channel/VAR On-Premise/Coud

Service Provider - Cloud

Feature	SWAS Tier	Mitel Platform					Service Provider - Cloud	
		MiVoice Business	MiVoice MX-ONE	MiVoice Connect	Mitel 250	Mitel 5000	MiCloud Flex	MiCloud Connect
8x5 Technical Support	Standard	Y	Y	Y	Y	Y	Y	N
24/7 Technical Support	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
MiVoice Business and MX-ONE - On Line Training	Premium	Y	Y	N	N	N	Y	N
Device Information	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Server Performance Metrics	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Reachability	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Device Alarms	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Performance Threshold Alarms	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
MPA System Licensing IDs	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Licences Used/Available - Mitel Systems	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Voice Quality Monitoring - Basic Troubleshooting	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Digital and SIP Trunk Utilisation	Premium	Y	Y	Y	Y	N	Y	N
Single-click Remote Access	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
On-premises or Cloud deployment option	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Inventory Reporting	Premium	Y	Y	Y	Y	MPA 3.1	Y	N
Emergency Response Alarms	Plus	Y	N	N	N	N	N	N
SD-WAN Link Monitoring	Plus	Y	Y	Y	Y	Y	Y	N
Advanced VQ Reports	Plus	Y	Y	Y	Y	N	Y	N
User /Set / Service Inventory	Plus	Y	Y	Y	Y	MPA 3.1	Y	N
IPT User Dashboard	Plus	Y	Y	Y	Y	MPA 3.1	Y	N
Trunk Traffic Analytics - Recommendations	Plus	Y	Y	Y	Y	N	Y	N
MBG VQ Reports/ SIP Trunk VQ Reports	Plus	Y	N	N	N	MPA 3.1	N	N
Scheduled Device Group Operations	Plus	Y	Y	Y	Y	N/A	Y	N
SMDR record collection	Plus	Y	N	N	N	N	N	N
System backup, local or cloud storage	Plus	Y	Y	Y	Y	MPA 3.1	Y	N
Advanced Users Operations (MiVB cluster user management)	Plus	Y	N/A	N/A	N/A	N/A	N/A	N/A
Advanced UC Network Testing	Plus	Y	Y	Y	Y	MPA 3.1	Y	N



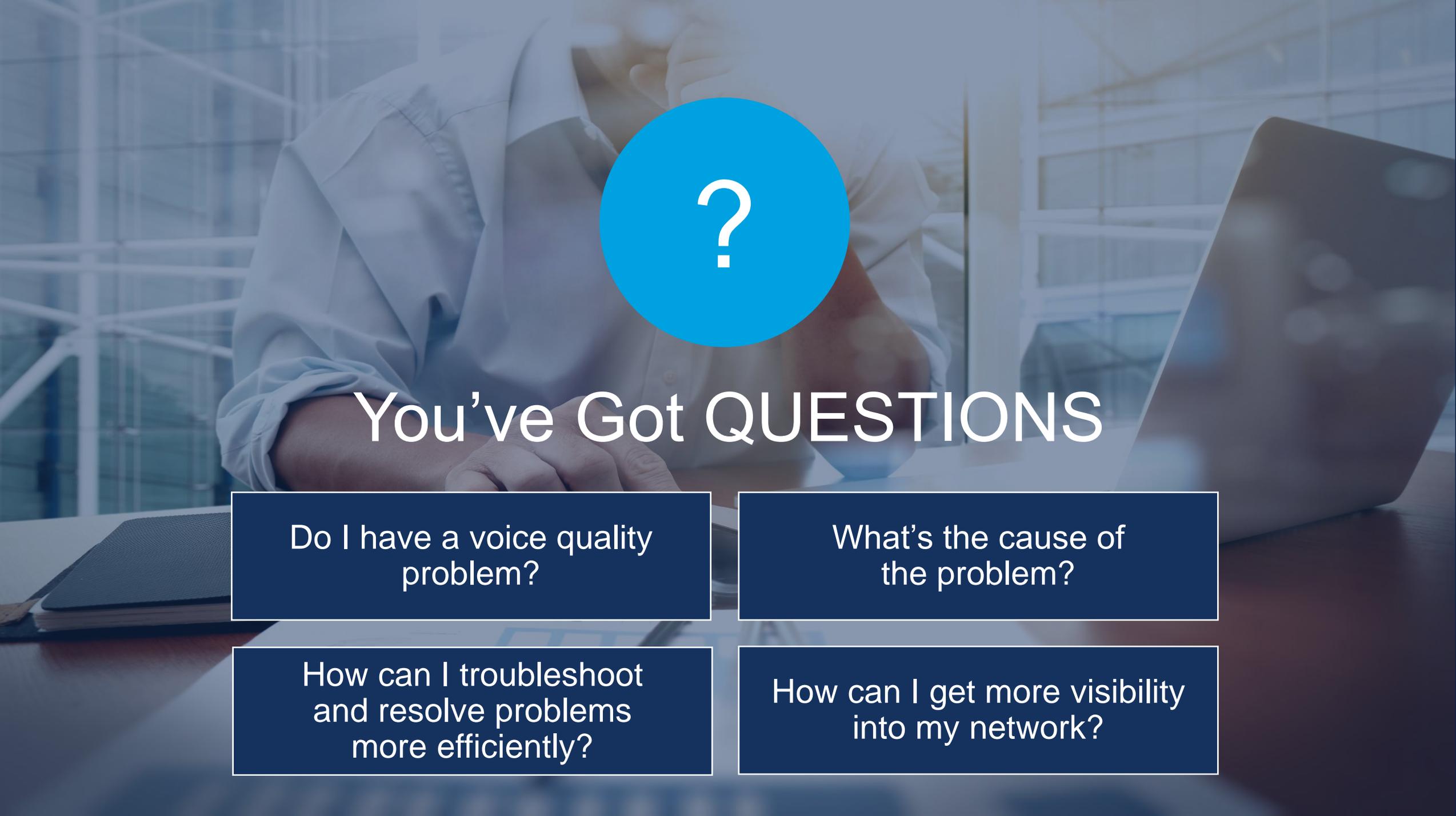
MPA Features by Platform 2020

Feature	SWAS Tier	Channel/VAR On-Premise/Cloud					Service Provider - Cloud	
		Mitel Platform					MiCloud Flex	MiCloud Connect
		MiVoice Business	MiVoice MX-ONE	MiVoice Connect	Mitel 250	Mitel 5000		
Platform -NON Dependant Device Support	Plus	Y	Y	Y	Y	Y	Y	Y
Third Party Device Support - SNMP Devices	Plus	Y	Y	Y	Y	Y	Y	Y
UPS	Plus	Y	Y	Y	Y	Y	Y	Y
Red Box Call Recording	Plus	Y	Y	Y	Y	Y	Y	Y
Innovation InnLine - Hospitality VM	Plus	Y	Y	Y	Y	Y	Y	Y
PathSolutions	Plus	Y	Y	Y	Y	Y	Y	Y
Windows Servers	Plus	Y	Y	Y	Y	Y	Y	Y
IP Switches-Routers	Plus	Y	Y	Y	Y	Y	Y	Y
ASC Call Recording	Plus	Y	Y	Y	Y	Y	Y	Y



INTRODUCTION TO MPA





?

You've Got QUESTIONS

Do I have a voice quality problem?

What's the cause of the problem?

How can I troubleshoot and resolve problems more efficiently?

How can I get more visibility into my network?

Mitel Performance Analytics



Mitel Performance Analytics Overview



Prevent & Detect Problems

24/7 Performance Monitoring
(UC, VQ, Network, System)

Alarms & Alerting
Email, SMS, SNMP

Thresholding

Audit Logs



Troubleshoot Problems

Secure Remote Access

Testing Tools
(Ping, Traceroute, MTR)

IPT User Dashboard

UC Network Testing



Manage For Insight

Scheduled Backups & Maintenance Mode

Reports
(Performance, Inventory and Queries)

Analytics

NOC Views



Mitel Performance Analytics - Key Benefits

Faster Problem Resolution

- ✓ 24/7 monitoring of voice quality & performance metrics.
- ✓ Monitoring Mitel & multi-vendor 100% network visibility.
- ✓ Smart Alerts with actionable data.
- ✓ Secure remote access to devices & active testing tools.

Increase Revenue & Reduce Costs

- ✓ Increase support contract renewal rates for partner revenue growth.
- ✓ Simplified & cost-effective troubleshooting.
- ✓ Empower less costly IT resources to resolve problems.
- ✓ Reports help with forecasting, planning & load balancing.

User Satisfaction

- ✓ High service quality & less downtime = satisfied users.
- ✓ Better performance leads to increased adoption.
- ✓ Early detection - problems resolved *before* user is impacted.
- ✓ Reports help with forecasting, planning & load balancing.



ADDITIONAL RESOURCES



CASE STUDY

University of Massachusetts Boston

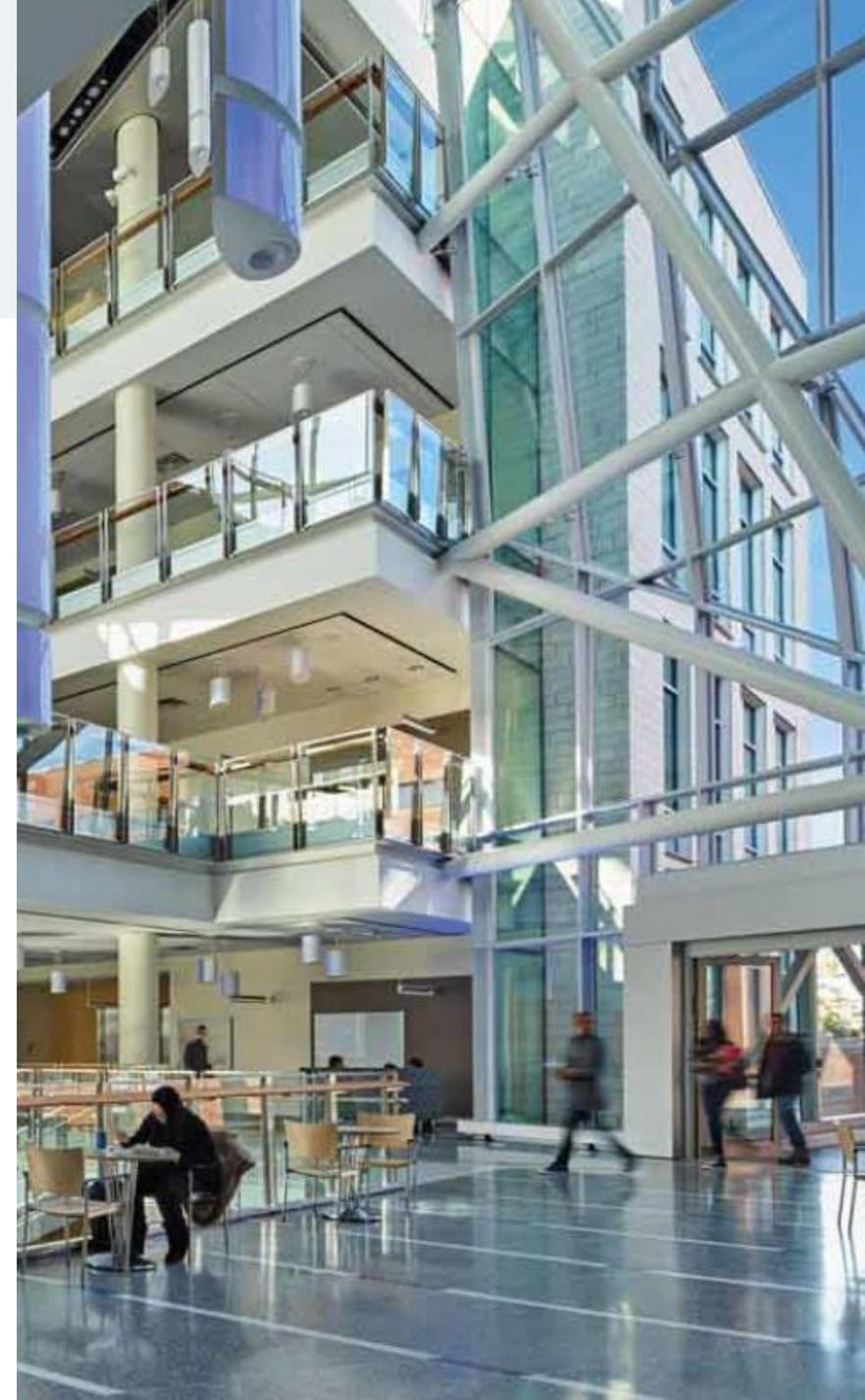
“Mitel’s software tells us the voice quality of every call for every user, making it faster and easier to troubleshoot reported problems,” said McKeon. “Our MiVoice MX-ONE and MiContact Center are mission critical to the successful operations of the university.”

Problem

Every Thursday at 8 a.m., a MiVoice MX-ONE generated an alarm, which resulted in calls not being sent to the university’s call billing system for about 10 minutes.

Solution

Once implemented, MPA began monitoring the performance of the university’s MiVoice MX-ONE and MiContact Center and soon detected and resolved the issue. Beyond solving this mystery, the MPA Plus solution has given the university the deep visibility it needs to prevent voice quality problems and understand what’s happening on their UC network.



Mitel Performance Analytics Partner Enablement Kit

Test Plan	Test Case	Test Step	Test Data	Test Result	Test Status	Test Date	Test User	Test Location
Test Plan 1	Test Case 1	Test Step 1	Test Data 1	Test Result 1	Test Status 1	Test Date 1	Test User 1	Test Location 1
Test Plan 2	Test Case 2	Test Step 2	Test Data 2	Test Result 2	Test Status 2	Test Date 2	Test User 2	Test Location 2
Test Plan 3	Test Case 3	Test Step 3	Test Data 3	Test Result 3	Test Status 3	Test Date 3	Test User 3	Test Location 3

Test Agent	Test Case	Test Step	Test Data	Test Result	Test Status	Test Date	Test User	Test Location
Test Agent 1	Test Case 1	Test Step 1	Test Data 1	Test Result 1	Test Status 1	Test Date 1	Test User 1	Test Location 1
Test Agent 2	Test Case 2	Test Step 2	Test Data 2	Test Result 2	Test Status 2	Test Date 2	Test User 2	Test Location 2
Test Agent 3	Test Case 3	Test Step 3	Test Data 3	Test Result 3	Test Status 3	Test Date 3	Test User 3	Test Location 3

SIGN UP TODAY

<https://martellotech.com/mpa-partner-enablement-kit/>



InfoChannel

- Decks
- Brochures
- Demo videos
- Customer Success Stories

[InfoChannel Worldwide](#) >
[Services & Support](#) > [Support Services](#) > [Mitel Performance Analytics \(MPA\)](#)

Mitel.com

- Brochures
- Demo videos
- Customer Success Stories
- Blogs

<http://www.mitel.com/service-and-support/support-services/software-assurance>

Training & Documentation

edocs.mitel.com

- Engineering Guidelines
- System Guide
- Quick Start Guide
- Install/Upgrade Guides

mitel.absorbtraining.com

Mitel University

- Installation & Maintenance (self study)
- Sys Admin (self study)
- Sales Training

MPA Sales and Technical Training

Mitel University

Sales Training (Self Study)

Course # 222905

Technical Training (Self Study)

Installation & Maintenance (Course # T-MPA 2.0-
IM-SS)

System Administrator

Leader-Led Training

Contact sales@martellotech.com

Onsite or web-based

<http://mitel.absorbtraining.com>

Getting Started: Ordering

Order Standard Software Assurance

Order Premium Software Assurance

- Mitel Performance Analytics included

Order Performance Analytics Plus

- Premium SWA is a pre-requisite
- Subscription fee is based on an uplift per IP user on MiVoice Business

To Order:

- a) **NEW** product configuration:
Purchase Premium SWA or MPA Plus in **CPQ**
- b) Uplift an **EXISTING** customer to Premium SWA or MPA Plus in **AMC**

Onboarding

fulfillment@martellotech.com





Powering connections