# What's New In Mitel Performance Analytics 3.1

Better network performance for business success.

February 2020

Mitel®
Powering connections

# Agenda

- What's New in R3.1

- MPA Key Benefits

- Customer Success

- Additional Resources

# WHAT'S NEW IN MPA 3.1

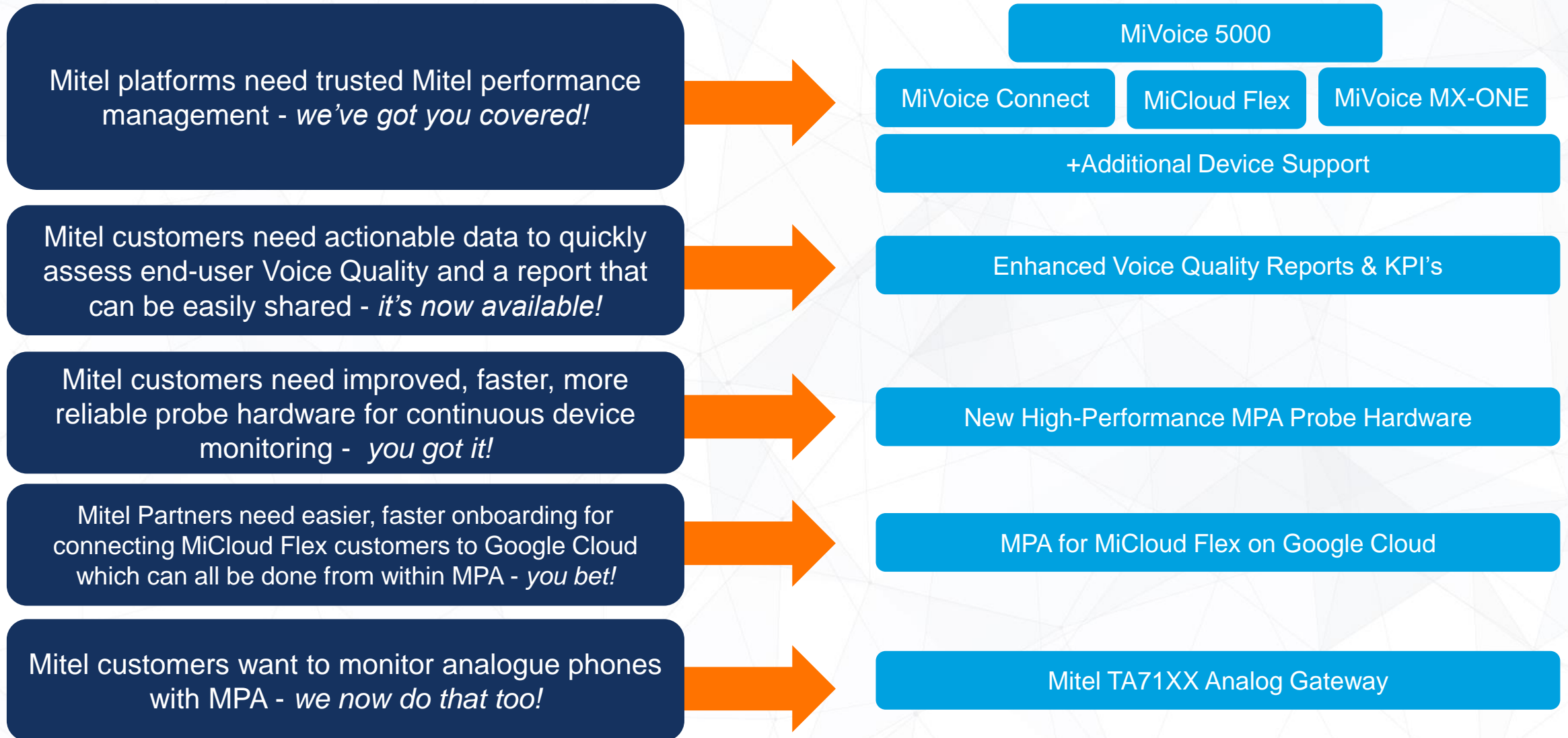Mitel Performance Analytics

KEY BENEFITS

# How MPA Enhances the Story

Mitel platforms need trusted Mitel performance management - *we've got you covered!*

→

**MiVoice 5000**

**MiVoice Connect** | **MiCloud Flex** | **MiVoice MX-ONE**

**+Additional Device Support**

Mitel customers need actionable data to quickly assess end-user Voice Quality and a report that can be easily shared - *it's now available!*

→

**Enhanced Voice Quality Reports & KPI's**

Mitel customers need improved, faster, more reliable probe hardware for continuous device monitoring - *you got it!*

→

**New High-Performance MPA Probe Hardware**

Mitel Partners need easier, faster onboarding for connecting MiCloud Flex customers to Google Cloud which can all be done from within MPA - *you bet!*

→

**MPA for MiCloud Flex on Google Cloud**

Mitel customers want to monitor analogue phones with MPA - *we now do that too!*

→

**Mitel TA71XX Analog Gateway**

# What's New in MPA 3.1?

**NEW**

| | |
|---|---|
| **MiVoice 5000 Support** | This release includes support for MiVoice 5000 that includes secure remote access, telephony services monitoring, voice quality, CPU, memory, disk, network monitoring & alarm management. |
| **KPI Based Voice Quality Reports** | Highly detailed reporting tool that quickly assess Voice Quality.  This actionable report can be shared with IT Directors and CIO's or end customers. |
| **MPA for MiCloud Flex on Google Cloud** | Single pane of glass for provisioning, upgrades and performance monitoring. |
| **SIP-DECT Device Monitoring** | Now supported in MPA. Partners can monitor the performance and availability of the SIP DECT devices. |

# What's New in MPA 3.1?

**NEW**

| Mitel TA71XX Analog Gateway | Device Monitoring and Voice Quality reporting. |
|---|---|
| Emergency 911 Alerting | Available in Mitel Performance Analytics Plus for MX-ONE. |
| Ingate SBC Support | Added Ingate session border controller (SBC) support for basic SNMP monitoring. |
| New Probe Hardware | The powerful ESPRESSOBin Board is a high-performance ARM based 64bit single board computer. It utilizes Marvell's newest Armada 3700 chipset which is a dual core SOC running up to 1.2Ghz. |
| Upgraded Operating System | Upgraded MPA Operating System for improved performance and a continuously supported platform. |

# MPA for MiVoice 5000

*This release includes support for MiVoice 5000.*

Support includes:
- ✓ Secure remote access
- ✓ Telephony services monitoring
- ✓ CPU memory monitoring
- ✓ Disk monitoring
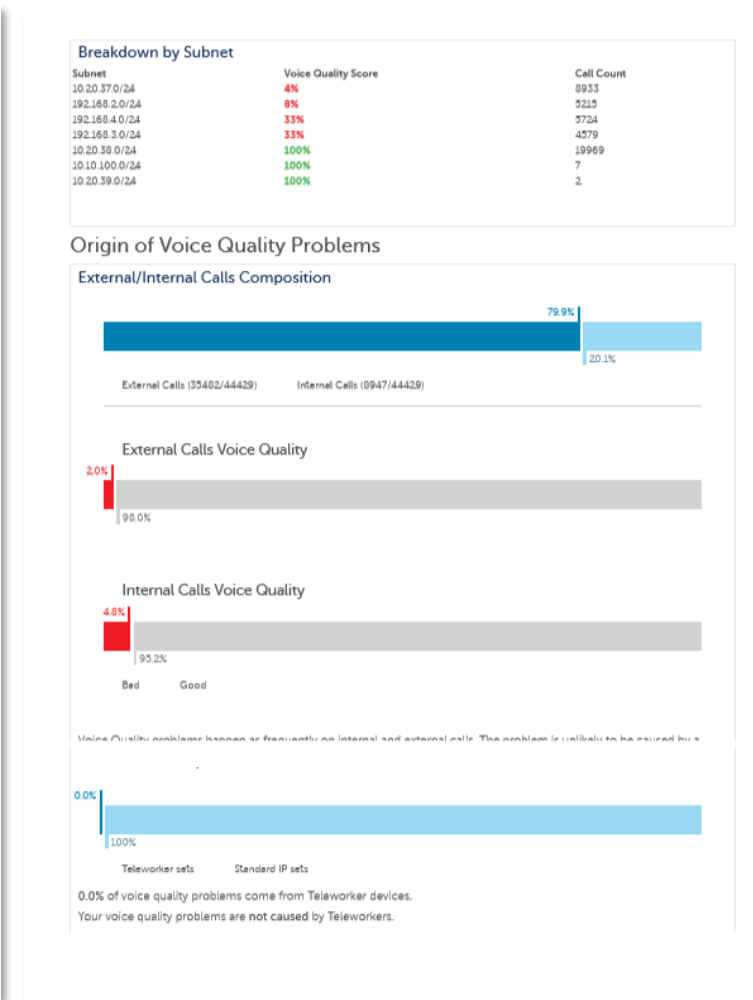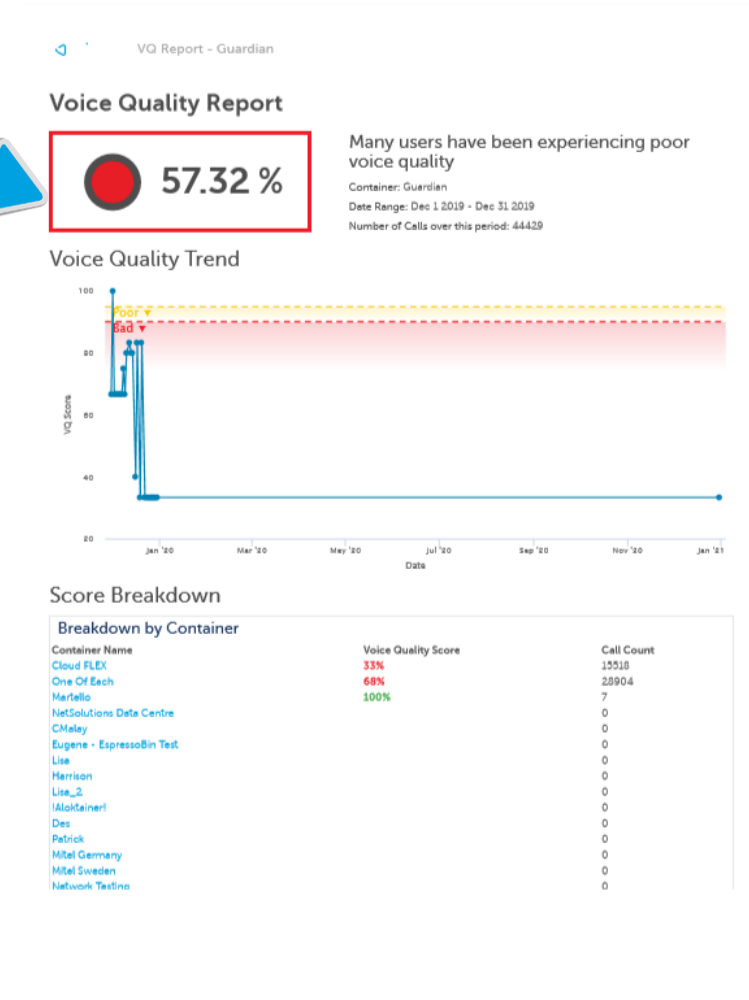- ✓ Network monitoring
- ✓ Alarm management
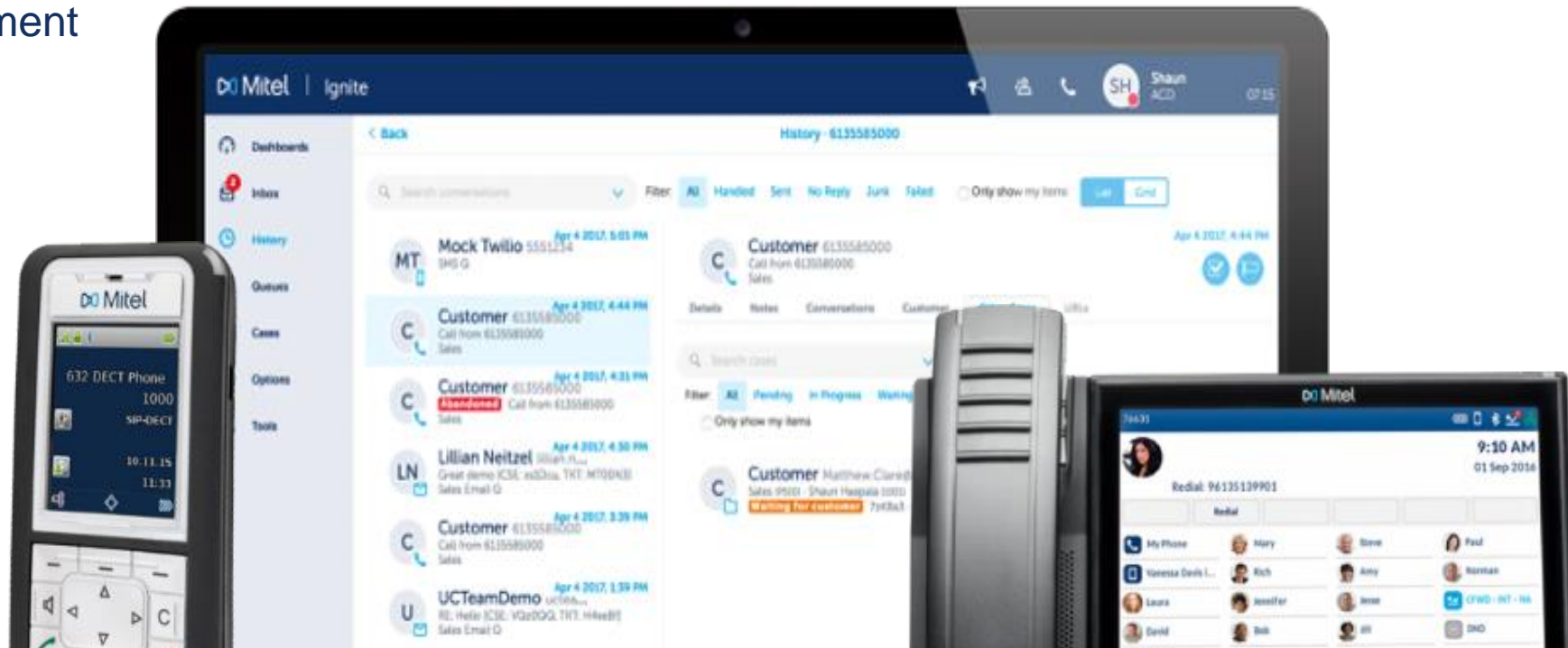
# Improved VQ Reports – KPI Based

## Mitel Performance Analytics R3.1 adds more VQ specific reports.

- ✓ Quickly assess customer's VQ status
- ✓ VQ trended over time
- ✓ Origin of VQ problems
- ✓ Internal & external call quality
- ✓ Quickly view general VQ Score
- ✓ Subnet VQ
- ✓ Teleworker vs On-premise handset

# The GCP Connection

## Reduce deployment costs for Mitel Flex.

- Administrators can now select "Flex Creation" when they want to add a new customer in GCP
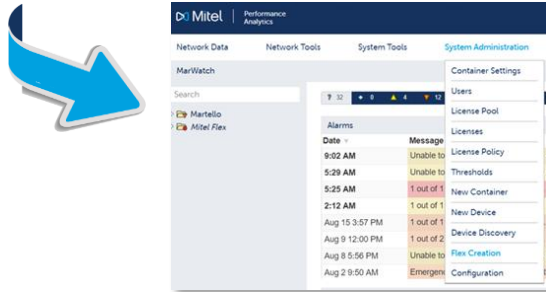


- A new wizard makes the process quick & easy
- Status is shown for:
  - Node CPU Util
  - Node Memory Util
  - Pod CPU Util
  - Pod Memory Util

- MPA will create alarms and notify technicians when CPU or Memory thresholds are reached
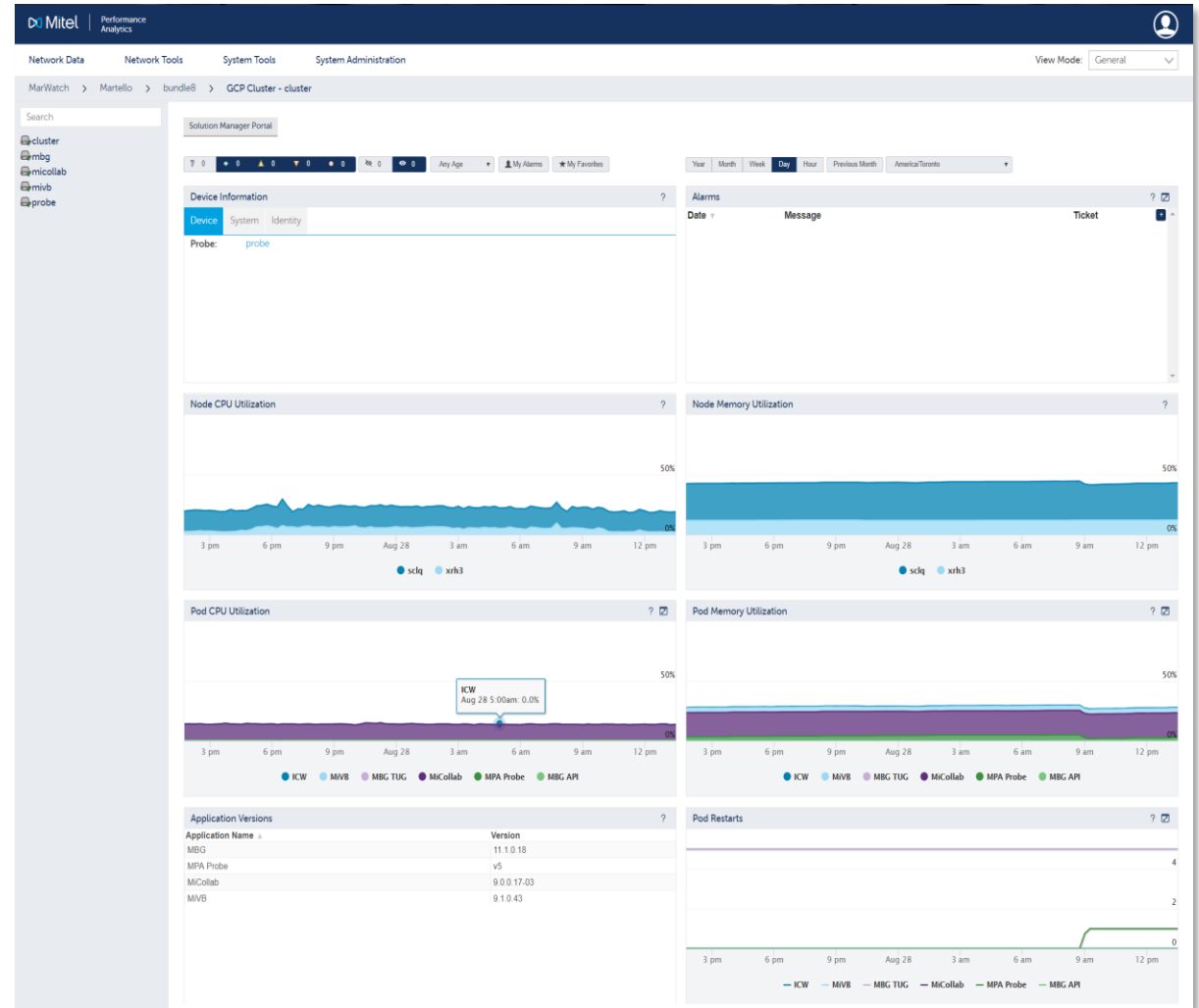
# MPA KEY BENEFITS

# Faster Problem Detection & Resolution

- ✓ Around the clock monitoring of voice quality and other performance metrics.

- ✓ Monitoring of both Mitel and multi-vendor systems gives full visibility.

- ✓ Alerts ensure the right person receives actionable data at the right time.

- ✓ Prevent problems with insight from agent-based synthetic call testing and site qualification

- ✓ Secure remote access to devices and active testing tools simplify troubleshooting.

Reduce Costs

Faster Problem Resolution
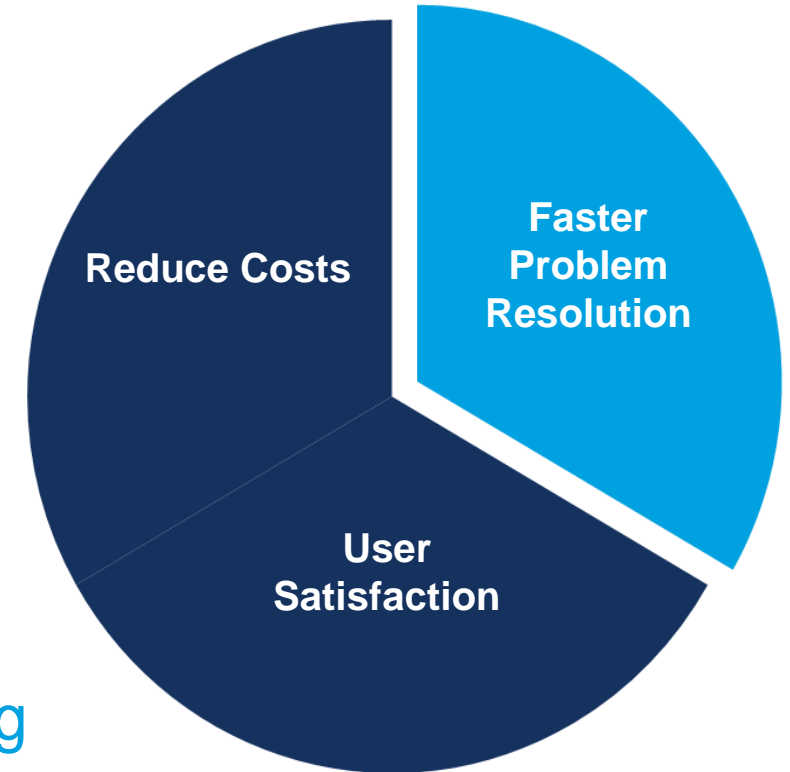
User Satisfaction

# User Satisfaction

✓ Consistently high service quality and less downtime results in satisfied users and higher adoption rates.

✓ Resolution of problem by 1st level support increases user satisfaction.

✓ Early detection means problems can be resolved before the user is impacted.

✓ Reports demonstrate network performance and help with forecasting, planning & load balancing.
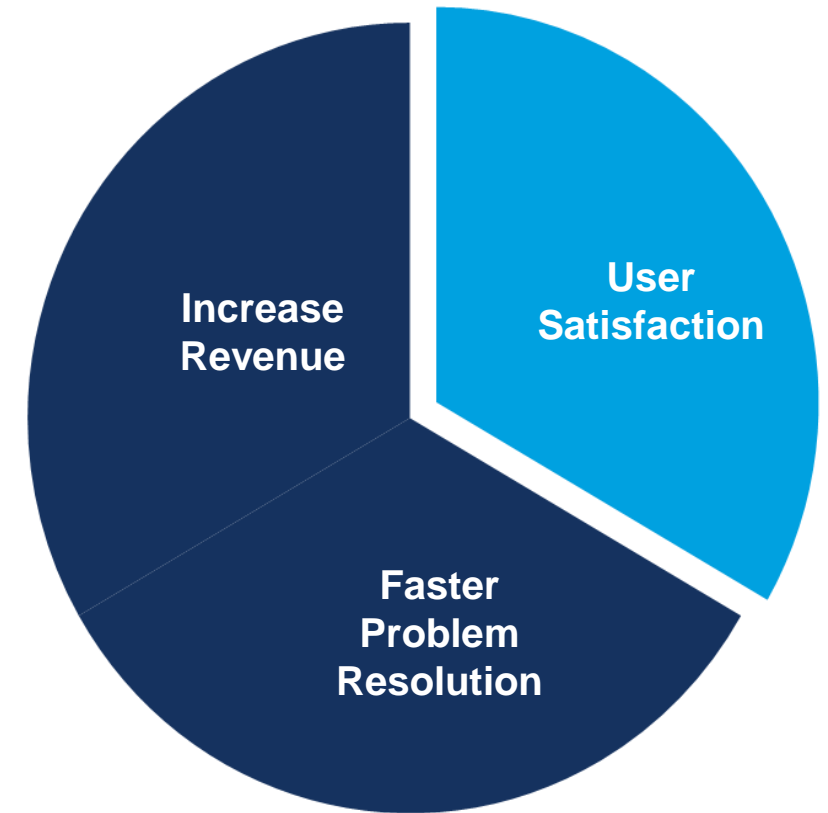
# Reduce Costs

✓ Access devices in any location for troubleshooting or maintenance – avoiding the cost of onsite support visits.

✓ Avoid losses associated with downtime.

✓ Consolidate UC and network performance management tools in one comprehensive offering.

✓ Improve capacity planning with trunk and MiCollab AWV port utilization data.

✓ Easy to deploy, cloud or on-premise options.

User Satisfaction

Reduce Costs

Faster Problem Resolution

# CUSTOMER SUCCESS

# Carleton University

"A failure of the MiContact Center server, particularly during the critical registration period, can mean losses for the university – so the Mitel Performance Analytics monitoring gives us confidence that we can avoid downtime."

## Problem

Needed a solution to manage and monitor communication systems during busy times.

## Solution

MPA delivers 24/7 performance and availability monitoring, real-time alerts via email or SMS and secure remote access to a host of devices.

# Firmdale Hotels



"Hospitality is a 24/7 business, and Martello's software-as-a-service has been keeping Firmdale ahead of UC network performance problems for more than four years, improving our guest experience. Mitel is always improving and augmenting its offering, solving more of our network performance challenges from a single pane of glass."

## Problem

With a complex network of devices & applications, Firmdale wanted greater control over their network.

## Solution

With Mitel Performance Analytics Firmdale can manage devices in all of its locations from a single pane of glass.

# Pomperaug District School Board

"Within a week of deployment, Mitel Performance Analytics solved a voice quality problem we had struggled with for 6 months. The detailed voice quality data in Mitel's solution differentiates it from other management systems and ensures voice quality problems don't persist."

## Problem

Persistent voice quality problem (echo, choppy audio) impacting calls at Pomperaug High School. Test calls to emulate the problem failed to find its cause over a 6 month period.

## Solution

With Mitel Performance Analytic, voice quality problems are detected quickly and can be resolved before the user experience is impacted. • Troubleshooting is simplified with detailed voice quality data and secure remote access by Total Communications.

# ADDITIONAL RESOURCES

## 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