

MARTELLO

Martello iQ for Mitel Performance Analytics

Define the Next Level of Mitel UC Service Delivery Management

Using Mitel Performance Analytics, fault and performance management software, both partners and enterprises have delivered optimal voice service quality to their end-users. But as Unified Communications continue to be critical for business continuity, in our 'work from anywhere world' end-to-end service delivery and SLA management of Mitel services have become critical to ensure end-user productivity.

WHAT IS MARTELLO iQ FOR MITEL PERFORMANCE ANALYTICS?

Martello iQ enhances Mitel Performance Analytics (MPA) to dramatically improve team efficiency and increases service delivery reliability. By adding true event management and end-to-end service mapping, you can ensure the best Mitel UC experience for your customers, reduce your overall costs, meet your SLA's and increase productivity.

Managing multiple MPA deployments? This is made easy with Martello iQ's single pane of glass, allowing your team to view your entire MPA estate - no matter where it's located.

KEY BENEFITS



ENSURE END-TO-END SERVICE DELIVERY

- Design end-to-end services by correlating MPA data with external sources (VMWare, SolarWinds, PRTG, Nagios, etc.).
- Design, manage, and share custom SLAs by correlating monitored objects into Business services for your Mitel services.



REDUCE TIME AND COST OF ALERT MANAGEMENT

- Correlate MPA & network alerts into Service Incidents that are directly pushed to ticketing & ITSM tools.
- Dramatically reduce alert noise.
- Get full visibility of service incident resolution.



RESOLVE YOUR INCIDENTS FASTER

- Quickly identify root cause of service disruptions.
- Prioritize network and infrastructure issues by visually understanding the impact on service delivery of Mitel UC.



GAIN FULL CONTROL OF CLOUD AND HYBRID SERVICES

- Real-time status of all Mitel servers & service delivery - from a single pane of glass, no matter where they are hosted.
- Extend MPA capabilities by collecting & correlating data from public cloud services such as Microsoft Azure and 365, Amazon Web Services and Google Cloud integrations.

KEY FEATURES

MITEL UC SERVICE MAP

- Proactively identify potential issues before they become service problems
- Identify if supplier services are affecting Mitel UC service delivery

SERVICE LEVEL DASHBOARDS

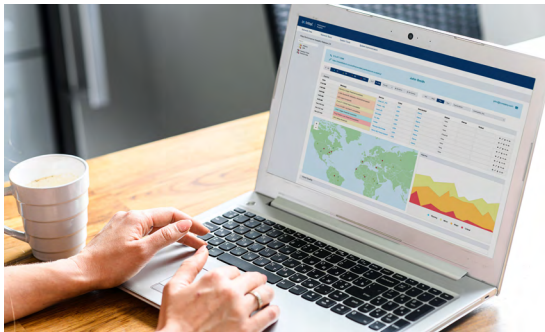
- Visualize the status of all services for all your customers or business locations in a single pane of glass
- Define custom live dashboards for your business lines and customers

ELASTICSEARCH POWER

- Use Elasticsearch engine to find and match any IT asset in your overall environment
- Create custom incident reports to ease post-mortem analysis and measure continuous service improvement

EASY DEPLOYMENT

- Deploy Martello iQ in minutes
- Full agentless architecture with external monitoring and ticketing services
- Tag based automatic service mapping



Integrate your Mitel Performance Analytics data with many IT monitoring tools, public clouds and ITSM systems within seconds to add alerts, devices and incidents into a single pane of glass.



iQ FREE TRIAL

FREE TRIAL

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Martello Technologies (TSXV: MTLO) is a technology company that provides digital experience monitoring (DEM) solutions. The company's products provide monitoring and analytics on the performance and user experience of critical cloud business applications, while giving IT teams and service providers control and visibility of their entire IT infrastructure. Martello's software products include Microsoft 365 end user experience monitoring, unified communications performance analytics, and IT service analytics. Martello is a public company headquartered in Ottawa, Canada with employees in Europe, North America and the Asia Pacific region.

Learn more at www.martellotech.com