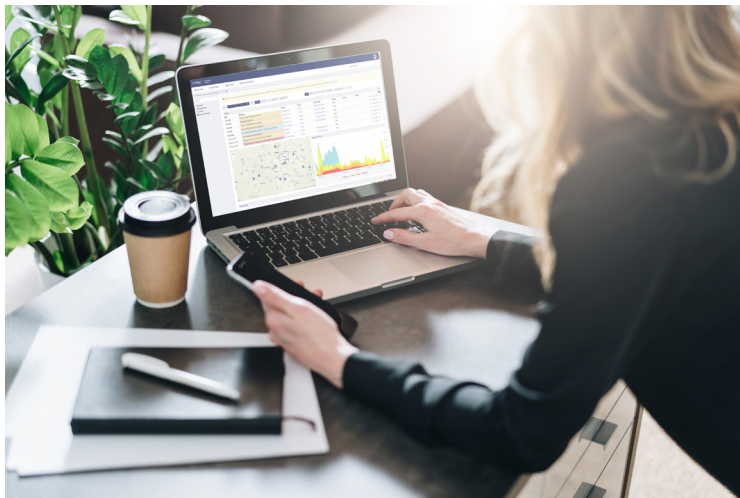


Mitel Performance Analytics

for MiVoice 5000 with Mitel Premium Software Assurance

Key Benefits

- Faster problem resolution
- Simplified management of large networks
- Improved user satisfaction and adoption
- Better use of IT resources
- At a Glance Status Dashboard
- Secure Remote Access



Better Service Quality for Business Success

Today's business communications networks are complex – yet customer expectations for service quality and reliability have never been greater. Deployed in more than 6,000 networks worldwide and now monitoring more than 1 million users in Mitel's network operations center (NOC), Mitel Performance Analytics (MPA) fault & performance management software proactively detects problems and gives IT professionals the tools to resolve them quickly. Channel partners can 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.

Network Insight and Performance Monitoring

Mitel Performance Analytics gives deep visibility into Mitel UC performance by monitoring the status and performance of Mitel and third-party systems in the network.

- MiVoice 5000 SIP set voice quality (R Factor Rating per Call), valid for Mitel 6800 and Mitel 6900 SIP phones.
- MiVoice 5000 telephony server (Linux/Windows).
- MiVoice 5000 application server availability and services monitoring, including installation and operating status of Windows services (running and non-running).
- MiVoice 5000 system information.

NETWORK DIAGRAMS

Visualize the source of a voice quality problem on a Visio network diagram uploaded by the MPA user. Quickly gain insight into which device is experiencing issues and what is causing the problem.

IPT USER DASHBOARDS

View data for each user, including voice quality for each call. Dashboards display data by user including:

- Name, directory number
- Services and groups
- Voice quality by call
- Alarms for user

Mitel Premium Software Assurance

Know immediately when a voice quality problem is occurring, resolve problems quickly before they affect end users and elevate your overall network quality with Mitel Performance Analytics, included with your Premium Software Assurance subscription.

Network Tools

TESTING AND TROUBLESHOOTING

Identify the source of a problem quickly, for faster resolution.

- Network diagnostics tools can be launched from any device.
- Remote IP set network test tool allows you to run IP traceroute directly from MiVoice Business handset.

SECURE REMOTE ACCESS AND SINGLE SIGN-ON

Secure remote access to MiVoice 5000 and other devices anywhere in the world eliminates up to 80% of onsite service visits, reducing costs.

- No VPN required and single click access to monitored devices.
- Integrated web-proxy server for remote access.
- Single sign-on for fast access to MiVoice Business.
- Authenticated and encrypted with SSL, SSH and HTTPS.
- VMWare ESKL and 2 Factor Authentication for added security.

Advanced UC Network Testing*

Run scheduled and on-demand synthetic call tests to quickly pinpoint performance problems with diagnostic tools customized to voice and video.

REPORTS AND QUICK QUERIES

Reports demonstrate network and device performance, improving capacity planning and trend identification.

Container-Level Reports

- Performance and availability of devices over reporting period
- Reports by container or by device
- PDF format, delivered via email, includes preview and archive
- Monthly, weekly or on-demand

Quick Queries

- Retrieve key data, delivered in .csv format
- Optional pie chart and pivot table displays

Analytics and Advanced Reporting

VOICE QUALITY CAUSE VISUALISATION

Voice quality correlation graphs point towards the root cause of a problem, allowing you to spot trends. Detailed reports help quickly identify and assess voice quality. Voice quality reports can be easily shared and include:

- A high level VQ score of a specific device or container.
- Isolated factors that could affect or impact the VQ score.

TRUNK TRAFFIC AND UTILIZATION REPORTS*

- Know when more capacity is needed for better performance.
- PDF reports are easily downloaded and shared.
- See usage reports for audio, web and video.

ADVANCED INVENTORY REPORTING*

- Create custom reports with key inventory data.
- Report templates can be saved, and downloaded.

*Included in MPA Plus

mitel.com

Management Functionality

Simplify common management & administration operations with Mitel Performance Analytics.

DEVICE OPERATIONS SCHEDULER

Schedule key operations for single or multiple devices, with Device Operations.

Schedulable Maintenance Mode

- Configure and schedule maintenance mode for greater flexibility when devices are out of service, avoiding unnecessary alerts.

FLEXIBLE ALERTING

Real-time alerts give IT professionals timely, actionable data on network issues, so problems are resolved more quickly.

- Custom alarm filters help manage service level commitments while schedulable alarm filters automate the process.
- Flexible alarm management allows you to decide how and when you receive alerts to reduce alarm fatigue.
- MPA has three types of alarms, device, threshold and system alarms give you additional configuration control on the type of alarms are seen and actioned.
- MPA listens for incoming Emergency Response SNMP traps.

DEVICE DISCOVERY

Whether you're licensing one device or one thousand, MPA makes it simple - making it ideal for managing large, multi-node Mitel networks.

Device Discovery : MPA scans the network and discovers devices, speeding the set-up process.

System Configuration Wizard : Simplifies system set up and onboarding/licensing of new devices.

Feature	MPA	MPA PLUS
Deployment Options	Cloud/Premise	Cloud/Premise
Device Support	Mitel	Mitel & Third Party
Trunk/Route/Gateway Utilization	✓	✓
Remote Access/Single Sign-on	✓	✓
Testing Tools	✓	✓
Alarms & Alerts	✓	✓
Reports & Queries	✓	✓
Backups	X	✓
Group Operations Scheduler	X	✓
IPT User Dashboard	X	✓
Inventory Reports	X	✓
Set & Extension Inventory	X	✓
Advanced UC Network Testing	X	✓


Powering connections