

# Mitel Performance Analytics

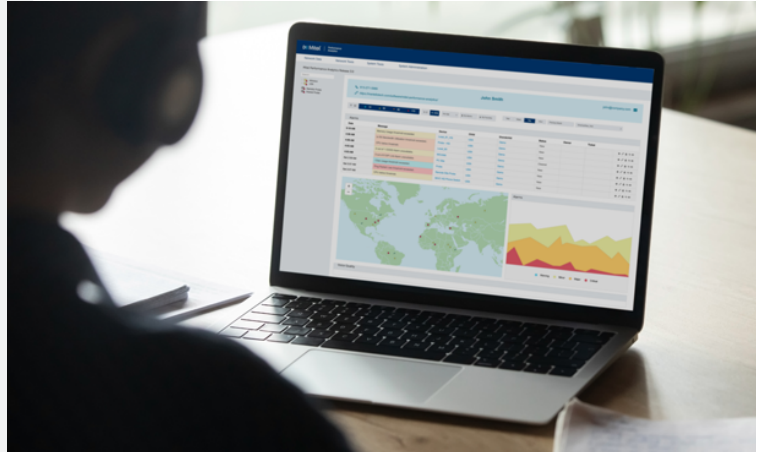
Available with Mitel Premium Software Assurance

## Key Benefits

- Faster problem detection and resolution
- Simplified management of large networks
- Improved user satisfaction and adoption
- Better use of IT resources

## Why MPA?

- Intuitive, multi-tenant data rich dashboards
- Comprehensive testing tools
- Network diagram integration
- Reporting tools that add value



## Better Network Performance for Business Success

Reliable unified communications network performance improves the user experience and makes better use of an organization's IT resources. Mitel Performance Analytics is a fault and performance management software that monitors and manages your entire network, with a special focus on voice quality. The result is faster problem detection and resolution and reliable network performance.

### 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.

Proactive UC network performance monitoring assesses voice quality as well as overall system and individual application performance.

#### 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

## 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.
- UCscore.com, a site qualification tool tests network fitness for a UC deployment, testing what matters to voice performance

## 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.

\*Included in MPA Plus

### SECURE REMOTE ACCESS AND SINGLE SIGN-ON

Easily access network devices anywhere in the world, for more efficient troubleshooting and maintenance.

- No VPN required and single click device access.
- 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 ESKI and 2 Factor Authentication for added security

### 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 MICOLLAB AWV 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.

### EADVANCED INVENTORY REPORTING\*

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

## Management Functionality

Simplify common management & administration operations with Mitel Performance Analytics.

### DEVICE OPERATIONS SCHEDULER

Schedule key operations for single or multiple devices.

#### Schedulable Maintenance Mode

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

#### Backups and SMDR Collection\*

- Scheduled or on-demand backups, for single or multiple MiVoice Business or MiVoice MX-ONE systems.
- Scheduled or on-demand SMDR collection, for MiVoice Business, MiVoice MX-ONE or MiVoice Office 250.

### FLEXIBLE ALERTING

Real-time alerts provide 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 to give you control of the type of alarms - 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 OPTION	CLOUD/PREMISE	CLOUD/PREMISE
Device Support	✓	✓
Trunk/Route/Gateway Utilization	✓	✓
Remote Access/Single Sign-On	✓	✓
Testing Tools	✓	✓
Alarms & Alerts	✓	✓
Reports & Queries	✓	✓
Backups & SMDR Collection	✗	✓
Group Operations Scheduler	✗	✓
IPT User Dashboard	✗	✓
Inventory Reports	✗	✓
Advanced User Operations (AUO)	✗	✓
Set & Extension Inventory	✗	✓
Advanced UC Network Testing	✗	✓