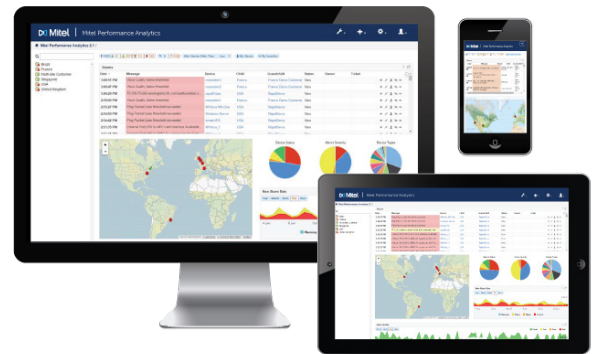# Mitel Performance Analytics for MiVoice MX-ONE

Drive revenues and reduce costs with proactive fault and performance management.

Key Benefits

- 24/7 Performance Monitoring
- Alarms & Analytics
- Active Testing Tools
- At-a-Glance Status Dashboard
- Detailed Reporting
- Secure Remote Access
- Advanced Management Tools

Mitel Performance Analytics reporting on different devices

24/7 Fault and Performance Management

Today's business communications networks are complex – yet customer expectations for service quality and reliability have never been greater. Deployed in more than 5,000 networks worldwide, 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 MX-ONE systems from their MPA instance, ensuring problems can be detected and addressed BEFORE they impact the customer.

Customer Benefits

- *PREVENT PROBLEMS - Proactive fault & performance management means problems can be addressed before the customer is impacted*

- *FASTER PROBLEM RESOLUTION – Detect problems in real-time and identify their source quickly*

- *REDUCE OPERATIONAL COSTS – Monitor multiple customers from a single partner's Mitel Performance Analytics instance, and eliminate up to 80% of onsite support visits with secure remote access*

- *GROW REVENUES – Prevent lost revenue from missed Service Level Agreement (SLA) commitments. Increase contract renewal rates and upsell advanced fault & performance management features*

- *REDUCE CHURN - Fast problem resolution by 1st level support, and reliable service quality results in satisfied customers*

Features - 24/7 Performance Monitoring

Detect problems quickly with 24/7 performance monitoring of the entire network.

Support for Mitel and third-party devices in public and private networks, including configurable support for SNMP and SSH CLI devices.

MiVoice MX-ONE SIP set voice quality (R Factor Rating per Call), valid for Mitel 6700 and Mitel 6800 SIP phones.

Route utilization (calls per hour, maximum utilization) and Gateway utilization for SIP/legacy.

MX-ONE telephony server (Linux/Windows), including:

- *CPU utilization*
- *Disk usage / Memory usage*
- *Ping latency*
- *Packet loss*
- *Performance management threshold alarms*
- *Licensing - hardware and license IDs*
- *Device and extension inventory*

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Powering connections
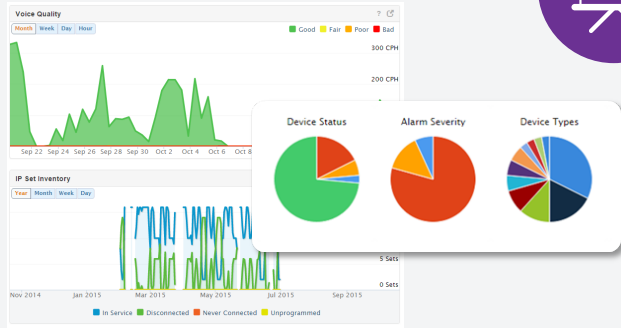
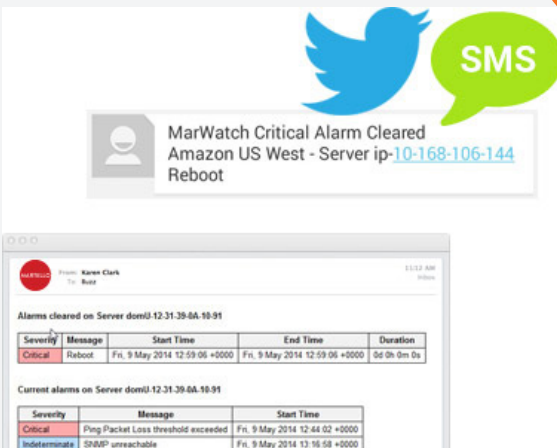*Mitel Performance Analytics - 24/7 Performance monitoring*

MiVoice MX-ONE application server availability and services monitoring, including installation and operating status of Windows services (running and non-running):

- *CMG*
- *InAttend*
- *ACS Media Server*
- *MiCollab Advanced Messaging*

MiVoice MX-ONE system information, including:

- *Reachability / availability*
- *MX-ONE feature, user and device license inventories*
- *Interface statistics*
- *Alarms and SNMP traps / events, with trap directed polling for instant identification of events*
- *Extensions and terminals registered with the MX-ONE.*

Mitel Performance Analytics – Real-time alarm
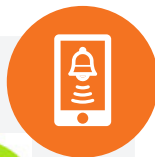
FAULT MANAGEMENT WITH ALARMS

Real-time notification and the ability to manage and prioritize alarms ease the support burden for IT professionals and speeds problem resolution.

Multiple customizable delivery methods – email, SMS (Short Message Service), Twitter Direct Message (DM) or SNMP trap.

Displayed in dashboard:

- *Listed by severity, duration and customer / site*
- *Can be hidden, assigned, silenced, filtered and exported to third-party ticket system*
- *Color coded by severity on geographic map, for fast view of most problematic sites*

Alarms include:

- *System alarms (i.e. 'Device SNMP unreachable')*
- *Device alarms (generated and reported by the monitored device itself)*
- *Threshold alarms (i.e. voice quality threshold exceeded)*

ALARM ANALYTICS

In a sea of data, alarm analytics ensures that you see the issues that matter most to you.

- Rates alarms based on user behaviour
  - Assigning or creating a ticket - higher rating
  - Ignoring or hiding an alarm - lower rating
- Create and follow labels that matter to you
- Alarms that are most critical to you are presented first

"We can now proactively monitor all of the products Arden Group provides its customers from a single platform - Mitel Performance Analytics. Without the proactive performance management solution we have in MPA, it would be impossible for us to offer high quality managed services to our customers".

- Arden Group

ACTIVE TESTING TOOLS

Addressing problems starts with identifying the source. Considered a top challenge for IT professionals, Mitel Performance Analytics includes active testing tools to speed problem resolution.

Rapid access to MIB browser and network tools from main menu.

Network diagnostic tools:

- *MTR*
- *DNS / Reverse DNS*
- *Ping (includes TOS, Count, Flood)*
- *Traceroute*
- *iftop*
- *Simple Network Management Protocol (SNMP) MIB Browser, with ability to import custom MIBs*

AT-A-GLANCE STATUS DASHBOARD

Optimized for viewing on mobile devices and PCs, the Mitel Performance Analytics dashboards deliver key performance and status data at-a-glance, with a multi-tenant structure.

- *Map view displays alarms colour coded by severity, linked with filtering for fast identification of most problematic sites*
- *Optional read-only widescreen dashboard for NOCs and data centers*
- *IPT user dashboard (MiVoice MX-ONE, MiVoice Business) displays alarms, voice quality by call, services and other key information for each IPT user*
- *Multi-tenant container design for role-based access to devices/capabilities, with partners and customer dashboard views*
- *Partners can view multiple customer networks from a single Mitel Performance Analytics instance*
- *Advanced search to find any device quickly by name, type, IP address or notes/description*
- *Dashboard branding options using logo or own HTML CSS file*
- *Container Contact information and Message of the Day banners(device or container based) allow communication between on-site and remote staff*
- *Partners can choose any URL they own for the Mitel Performance Analytics login page*
- *Accessed via standard web browsers: Internet Explorer, Chrome and Firefox*

Mitel Performance Analytics – Detailed reporting

DETAILED REPORTING

High quality and timely performance reports help channel partners demonstrate SLA assurance to their customers, and provide insight for load balancing and capacity planning.
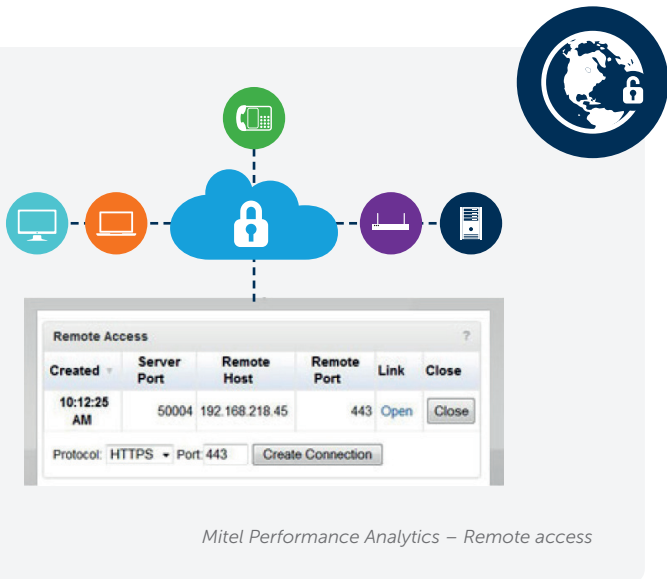
Customer Container Reports

- *Scheduled (monthly, weekly) or on-demand options, with preview*
- *Delivered by email in PDF format, and retained for later download*
- *Reports by container (i.e. reseller, customer or location)*
- *Reports include: Message space customizable by Administrator, Customer device inventory, Device availability and performance summary, Device and extension inventory*

Quick Queries

- *Quick access to Inventory, Alarm, License, Threshold, Scheduler Results, Contact Info and Audit Log reports*
- *MiVoice MX-ONE reports: Scheduled Backup Results, Device & Extension Inventory*
- *Schedule (monthly, weekly) or on-demand options, with preview*
- *Query results can be listed or displayed as a pie chart or pivot table. Views can be saved for future use and reports downloaded in .csv format*

Advanced Inventory Reports

- *Create custom reports with key MiVoice MX-ONE inventory data (users, sets, licenses, services)*

Mitel Performance Analytics – Remote access

SECURE REMOTE ACCESS

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

- *On-demand remote connection to Local Area Network (LAN), with no VPN required*
- *Communications are authenticated and encrypted, with standards-based IP security mechanisms including SSL (RSA-2048/AES 128), SSH (RSA1024/AES 128) and HTTPS*
- *Remote access sessions are tracked in the audit log*

BACKUP SCHEDULER

Schedule backups on multiple MiVoice MX-ONE devices at once and centrally view their execution history.

Scheduled backups

- *Backups can be scheduled on a daily, weekly or monthly basis. Backups can also be performed on-demand*
- *Results (success/failure) and backup file retrieval*

SUPPORTED MITEL SYSTEMS & APPLICATIONS

- *MiVoice MX-ONE*
- *MiVoice Business*
- *MiVoice Office 250*
- *MiCollab / MiCollab Advanced Messaging*
- *Mitel Business Dashboard*
- *MiContact Center (Business / Enterprise)*
- *MiVoice Call Recording*
- *MiVoice Border Gateway*

THIRD PARTY DEVICE SUPPORT

Mitel Performance Analytics supports a basic level of management for all IP network devices. User-configurable monitoring of SNMP and CLI devices is available, providing advanced monitoring of multi-vendor equipment.

Additional advanced capabilities are delivered using SNMP and vendor specific interfaces, for the following devices:

- *Servers (Windows / Linux)*
- *Routers (Cisco / Adtran)*
- *Managed Ethernet Switches (HP, Cisco, Dell, Avaya (Nortel) Extreme)*
- *Uninterruptible Power Supply (UPS) – American Power Corporation (APC) models with Ethernet network management interface*
- *Red Box Call Recorders*
- *Innovation InnLine Voice Mail*
- *PathSolutions Performance Monitor*

SIMPLE DEPLOYMENT

Available as a cloud-based or on-premise offering, Mitel Performance Analytics is easy to deploy:

- Device discovery: MPA scans the network and discovers devices, speeding set-up

- System configuration wizard: simplifies system set up and onboarding/licensing of new devices

- No hardware or software installation is required at the partner's location

- A software or hardware 'probe' is provided to access and monitor devices on a remote customer network

- A single Mitel Performance Analytics instance can support multiple networks and devices

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