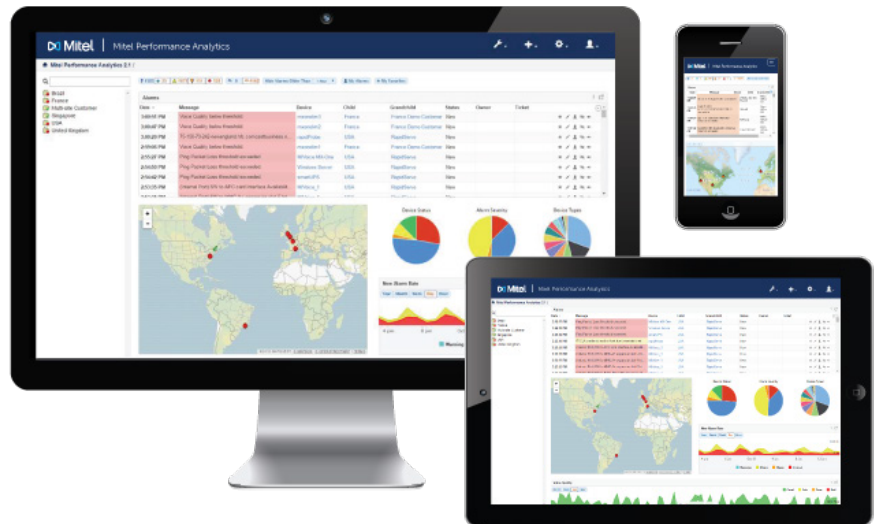# Mitel Performance Analytics Plus

for Enterprises

Key Benefits

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

Better Service Quality for Business Success

Reliable network performance improves the user experience and ensures full adoption of business communications solutions. Mitel Performance Analytics is a software solution that monitors and manages the performance of Mitel and third-party components of the business communications network, for faster problem resolution and reliable performance.

Cloud or premise deployment

Mitel and Multi-Vendor Support

Advanced Group Operations

Mitel®
Powering connections

NORCOM

Features

PERFORMANCE MONITORING

Monitor the status and performance of Mitel and third-party systems in the network.

- Performance Monitoring
    - Voice Quality
    - System Performance
    - Application Performance
    - Network Performance

- Mitel UC Performance
    - Digital / SIP Trunks (MiVoice Business/MBG)
    - SIP Trunks (MiVoice Business/MBG)
    - SIP and Legacy gateway utilization (MiVoice MX-ONE)
    - Digital and SIP Routes (MiVoice MX-ONE)
    - Extensions / IP Sets (MiVoice Business/MX-ONE)

ALARMS

Real-time alerts give IT professionals timely, actionable data on network issues.

- Displayed on dashboard:
    - Color coded by severity
    - Displayed on geographic map for easy identification of problem locations.
    - Alarms can be filtered, hidden, silenced, assigned and exported to third-party ticket system.

- Flexible alarm management:
    - Receive alerts by email, SMS or Twitter DM, SNMP Trap
    - Create multiple alert profiles for users/days/times of the week.
    - Thresholds can be customized per container
    - Alarm digest reduces alarm fatigue.

- Alarm types:
    - Device Alarms - generated and reported by the devices and applications that Mitel Performance Analytics monitors.

    - Threshold Alarms - generates alarms when thresholds for certain configured performance parameters are exceeded (ie: voice quality)

    - System Alarms - generates alarms to indicate service problems (ie: "Device SNMP or ICMP Unreachable "

24/7 PERFORMANCE MONITORING

ALARMS & ANALYTICS

TESTING TOOLS

REMOTE ACCESS

ADVANCED OPERATIONS

REPORTING

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

SECURE REMOTE ACCESS & SINGLE SIGN-ON

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

- No VPN required for remote access.
- Single click access to monitored devices.
- Integrated web-proxy server for remote access to Mitel Embedded System Management (ESM) interface.
- Single sign-on (SSO) and shared SSO for fast access to MiVoice Business without entering credentials.
- Authenticated and encrypted with SSL, SSH & HTTPS.

AT-A-GLANCE STATUS DASHBOARD

Well designed dashboards make it easy to identify the most critical issues.

- Accessed using standard web browsers (Chrome, Firefox, Internet Explorer).
- Can be branded to a company's look & feel.
- Multi-tenant design, allowing regions/locations to access only their devices.
- Advanced search finds any device quickly.
- Customizable 'Message of the Day' and 'Contact Info' banners communicate information across containers.

DETAILED REPORTS

Reports demonstrate network and device performance.

Container-Level Reports
- Performance & availability of devices over reporting period
- Customizable logo and message space
- Reports by container or by device
- PDF format, delivered via email
- Preview and archive
- Monthly, weekly or on-demand

Quick Queries
- Retrieve key data, delivered in .csv format
- Optional pie chart and pivot table displays
- Available queries include:
    - Container alert profile
    - Device thresholds
    - Top 10 critical devices
    - Active/Inactive users

TESTING TOOLS

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

- Network diagnostics tools can be launched from any device dashboard:
    - MTR   -Ping
    - IfTop   -Traceroute
    - DNS   - SNMP MIB browser

- Remote IP set network test tool
    - Run IP traceroute directly from MiVoice Business handset

- Connectivity test provides quick confirmation of device availability.

ADVANCED GROUP & USER OPERATIONS

Simplify common management & administration operations.

Backups & 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 single or multiple MiVoice Business, MiVoice MX-ON or MiVoice Office 250 systems.

Advanced User Operations for MiVoice Business

- Moves and deletes

Advanced Inventory Reports

- Create custom reports with key inventory data: users, sets, licenses, services.

- Report templates can be saved, and each report can be downloaded.

Operations Scheduler

- Schedule key operations for single or multiple devices, with Scheduler Results report:
  - Backups & SMDR collection
  - IDS full/incremental sync
  - Hot desk logout
  - Go to day/ Go to night service

IPT User Dashboard: displays data by user including:

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

SIMPLE DEPLOYMENT

Whether you're licensing one device or one thousand, MPA makes it simple.

- 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.

"Mitel Performance Analytics prevents problems on the network from impacting our business. Whether a voice quality or system issue, we have confidence that the tools in MPA will ensure service quality isn't impacted".
– Sebasticook Family Doctors

Supported Mitel Systems

- MiVoice Business
- MiVoice MX-ONE
- MiCollab
- MiVoice Border Gateway
- MX-ONE Application Servers

Supported with additional license:
- MiVoice Office 250
- MiContact Center (Business/Office)
- Mitel Business Dashboard
- MiVoice Call Recording

Third Party Device Support

Mitel Performance Analytics supports a basic level of management for all IP network devices. The solution's SNMP management capabilities allow advanced management of ANY SNMP or CLI device. Additional advanced capabilities using SNMP and vendor specific interfaces are provided for devices including:

- Servers (Windows/Linux)
- Routers (Cisco/Adtran)
- Managed Ethernet Switches (HP, Cisco, Dell Avaya (Nortel) Extreme)
- Uninterruptible Power Supply (UPS)
- Innovation InnLine voice mail
- PathSolutions
- Red Box Call Recorders

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or
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