

Mitel Performance Analytics for MiVoice MX-ONE



Available for MiVoice MX-ONE with Premium Software Assurance & MPA Plus.

Mitel Performance Analytics is a fault and performance management solution that proactively monitors and manages your entire network.

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

Key Features

- Intuitive, multi-tenant data rich dashboards.
- Network wide voice quality reporting and analysis, including softphones.
- Comprehensive testing tools.
- Network diagram integration.
- Reporting tools that add value.
- Scheduled backups.

Mitel Performance Analytics

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 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 MX-ONE systems from their MPA instance, ensuring problems can be detected and addressed BEFORE they impact the customer.

Product at a Glance

- MiVoice MX-ONE SIP voice quality (R Factor Rating per Call), valid for Mitel 6800, 6900 SIP phones and MiCollab mobile and desktop softphones.
- MiVoice MX-ONE telephony server (Linux/Windows).
- MiVoice MX-ONE application server availability and services monitoring, including installation and operating status of Windows services (running and non-running).
- MiVoice MX-ONE system information.
- MiVoice MX-ONE EX/GX controllers.

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
- 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.

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.
- Authenticated and encrypted with SSL, SSH and HTTPS.
- VMWare ESK1 and 2 Factor Authentication for added security.

Reports and Quick Queries

Mitel Performance Analytics tells us the voice quality of every call for every user, making it faster and easier to troubleshoot reported problems. Our MiVoice MX-ONE and MiContact Center are mission-critical to the successful operations of the university, and with MPA Plus we can stay ahead of voice quality problems to ensure every call is a successful one for our more than 5,000 users. MPA Plus gives us the ability to be proactive and not reactive to issues, many times we can solve a problem before any users are aware.

Larry McKeon - PBX Telecom Engineer
University of Massachusetts Boston

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 pivot table displays.

Analytics and Advanced Reporting

Voice Quality Cause Visualization

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, including softphones, or container.
- Isolated factors that could affect or impact the VQ score.

Voice Quality Cause Visualization Trunk Traffic and MiCollab AWW 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.
- Generate comprehensive reports on all voice quality collected for a specified time window.

Advanced Inventory Reporting

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

Management Functionality

Simplify common management and 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 MX-ONE systems.
- Scheduled or on-demand SMDR collection.

Flexible Alerting

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

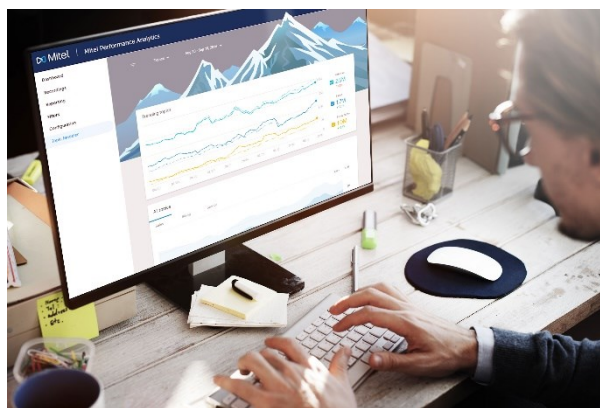
- Custom alarm filters help manage service level commitments while schedulable alarm filters automate the process.
- Flexible alarm management allows you to decide how and when you receive alerts to reduce alarm fatigue.
- MPA has three types of alarms, device, threshold, and system to give you control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

Device Discovery

Whether you are 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 Tier
Remote Access	MPA and Plus
Monitoring	MPA and Plus
Mitel Application Monitoring	MPA and Plus
Voice Quality	MPA and Plus
Cloud or On-premises (connected) System Deployment	MPA and Plus
Digital and SIP Trunk Utilization	MPA and Plus
SIP Dect & OMM Support	MPA and Plus
Teleworker Voice Quality and SIP Trunk Voice Quality	Plus
Softphone Voice Quality	Plus
Advanced VQ Reporting	Plus
Trunk Reports & Traffic Analytics	Plus
AWV Port Usage Reporting	Plus
Emergency Response Alarms	Plus
User /Set / Service Inventory	Plus
IPT User Dashboard	Plus
Scheduled Group Operations	Plus
Agent Based Network Testing	Plus
3rd Party Device Support	Plus
Air-Gapped System Deployment	Plus