



Better network performance for business success.

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

Key Benefits

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

Key Features

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

Mitel Performance Analytics

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.

Product at a Glance

- Continuous performance monitoring.
- Real-time alerting for fast problem detection.
- SIP voice quality (R Factor Rating per Call), valid for Mitel 6800, 6900 SIP phones and MiCollab mobile and desktop softphones.
- Secure remote access and testing tools means problems are fixed faster.
- Shifts support model from reactive to proactive, detecting and preventing problems BEFORE users are impacted.
- Proven in more than 5,000 Mitel customer networks.
- End-to-end network performance management of Mitel AND the surrounding network.

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.
- Remote IP set network test tool allows you to run IP traceroute directly from MiVoice Business handset.

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.

Our team uses Mitel Performance Analytics on a daily basis and the support we have received has been exceptional from day one.

Rob Merson, Engineer
National Health Services (NHS) Grampian

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 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 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 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 |