Mitel

MITEL PERFORMANCE ANALYTICS

The Only Performance management solution built for Mitel UC

Proactively monitors and manages your UC network, helping you prevent issues, resolve problems faster, cut costs, and deliver a consistently better user experience.

Reliable unified communications performance drives better user experiences and maximizes IT resources. Mitel Performance Analytics (MPA) is the only performance management solution built for Mitel—essential for enterprises and MSPs to control costs and stay ahead of UC challenges with proactive monitoring, faster troubleshooting, and unified visibility.

Key Benefits

- Spot and fix UC issues fast with proactive alerts.
- Manage large networks from one unified console.
- Reduce downtime to boost user satisfaction.
- Save IT time and resources with faster troubleshooting.
- Resolve issues anywhere with secure remote access.

Key Features

- Multi-tenant dashboards with drill-down visibility.
- Voice quality monitoring with per-call R-Factor ratings.
- Synthetic testing to catch issues before users notice.
- Remote access and tools for quick fixes.
- Network diagram integration for root-cause clarity.
- Reporting on SLAs, QoS, inventory, and changes.
- Bulk or scheduled updates with no downtime.

Solution at a Glance

24/7 monitoring with real-time alerts to catch issues before users are impacted.

A **proactive support** model that prevents problems before they occur.

End-to-end visibility across Mitel devices and the surrounding network.

Simulated user tests that proactively detect potential disruptions.

Secure remote access for rapid troubleshooting from anywhere.

Bulk or on-demand updates to keep systems optimized without downtime.

SIP voice quality ratings per call for supported Mitel devices and softphones.

Proven reliability in 5,000+ Mitel customer networks worldwide.

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.

Miya AI integration

Direct integration with Miya AI provides guided advice related to MPA alarms, with linked Mitel documentation references for ease of use.

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
- Customer Defined Devices

Monitor an SNMP devices by creating a custom device type.

- Define new devices
- Import SNMP MIBs
- Define and assign MPA alarms to traps, tables and events
- Monitor and report on those devices through standard interfaces

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.

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.

- Includes Voice Quality queries.

- See what devices, and how long, they were in maintenance mode.

"While our data network operates very reliably, it gives us peace of mind to know that if voice quality were to drop, we'll know quickly, rather than relying on user reports. We also have access to actionable data on the problem, such as jitter, packet loss and latency statistics by call. This data can help us proactively prevent a more serious problem that could impact many users."

Richard Lefebvre, Voice Services Manager
Carleton University

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.

VQ records can be correlated to calls using SMDR records and unique Call Ids.

- Allowing VQ from all call segments to be displayed, grouped by the calls.
- Enabling better VQ troubleshooting.

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 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.
- 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.
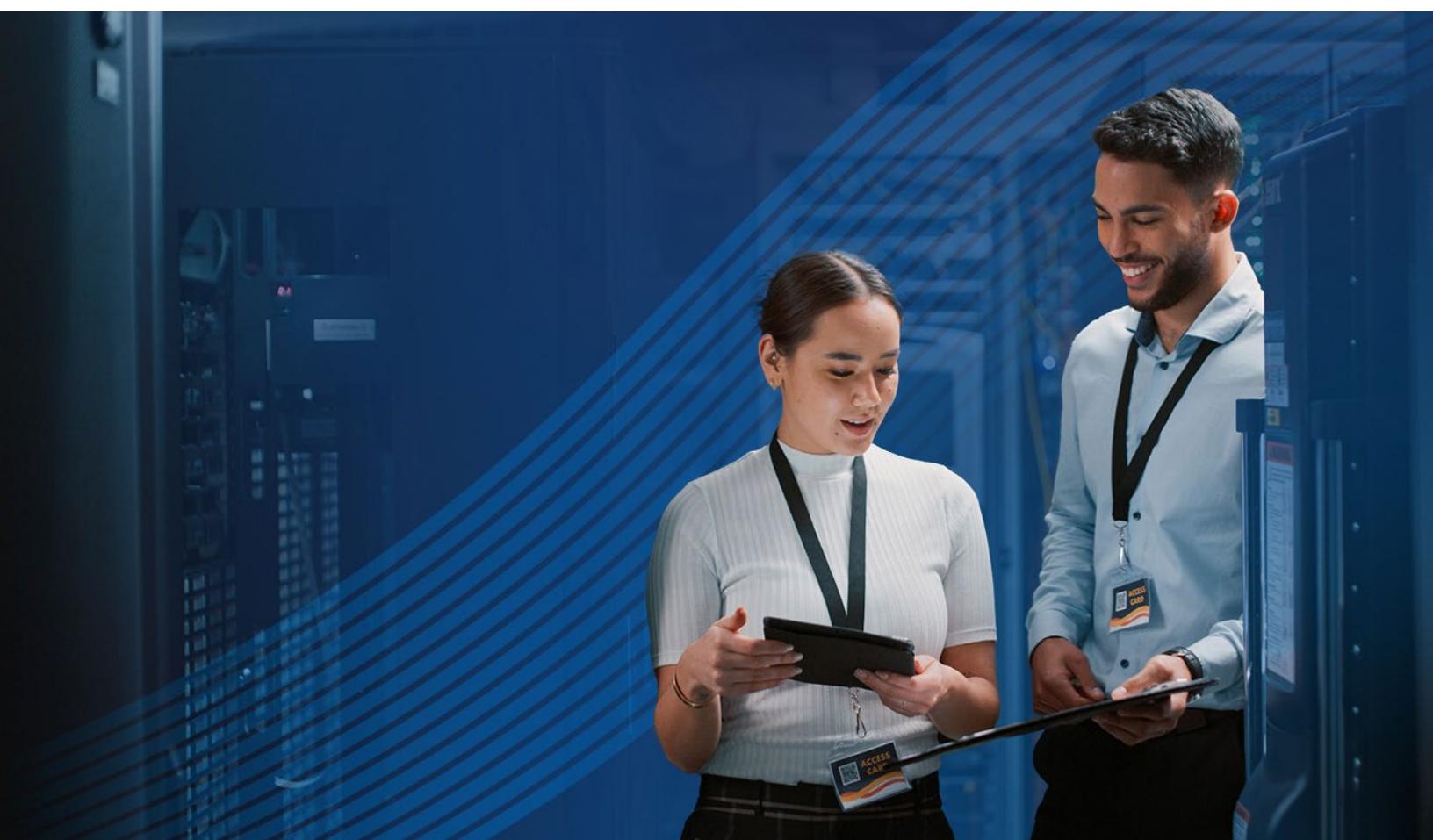
Management Functionality

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.

Upgrade Orchestration (MSL based devices)

- Notification when new software is available
- Build a customer upgrade plan
- Scheduled & bulk upgrades

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	MItel System Platform	
		MiVoice Business*	MiVoice MX_ONE
Remote Access	MPA and Plus	Yes	Yes
Monitoring	MPA and Plus	Yes	Yes
Mitel Application Monitoring	MPA and Plus	Yes	Yes
Voice Quality	MPA and Plus	Yes	Yes
Cloud or On-premises (connected) System Deployment	MPA and Plus	Yes	Yes
Digital and SIP Trunk Utilization	MPA and Plus	Yes	Yes
SIP Dect & OMM Support	MPA and Plus	Yes	Yes
Upgrade Awareness	MPA and Plus	Yes	No
Upgrade Execution	Plus	Yes	No
Customer Defined Devices	Plus	Yes	Yes
Teleworker Voice Quality and SIP Trunk Voice Quality	Plus	Yes	Yes
Softphone Voice Quality	Plus	Yes	Yes
Advanced VQ Reporting	Plus	Yes	Yes
Trunk Reports & Traffic Analytics	Plus	Yes	Yes
AWV Port Usage Reporting	Plus	Yes	Yes
Emergency Response Alarms	Plus	Yes	Yes
User /Set / Service Inventory	Plus	Yes	Yes
IPT User Dashboard	Plus	Yes	Yes
Scheduled Group Operations	Plus	Yes	Yes
Agent Based Network Testing	Plus	Yes	Yes
3rd Party Device Support	Plus	Yes	Yes
Air-Gapped System Deployment	Plus	Yes	Yes