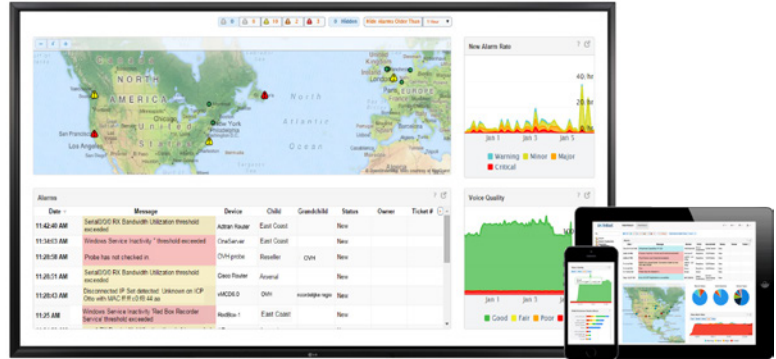


MarWatch for MiVoice MX-ONE

Drive revenues and reduce costs with proactive fault and performance management

Key Benefits

- 24/7 performance monitoring
- Fault management with alerts
- Active testing tools
- At-a-glance status dashboard
- Detailed reporting
- Secure remote access



MarWatch 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 2,000 networks worldwide, Mitel MarWatch 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 MarWatch instance, ensuring problems can be detected and addressed BEFORE they can impact the customer.

Customer benefits

- **FASTER PROBLEM RESOLUTION** – Detect problems in real-time and identify their source quickly
- **REDUCE OPERATIONAL COSTS** – Monitor multiple customers from a single partner's MarWatch 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. Proactive fault & performance management means problems can be addressed before the customer is impacted

Features

24/7 PERFORMANCE MONITORING

Detect problems quickly with 24/7 performance monitoring, for proactive customer support.

Support for a broad range of Mitel and third-party devices in public and private networks.

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

- CPU utilization
- Disk usage
- Memory usage
- Ping latency
- Packet loss
- MX-ONE alarms
- Performance management threshold alarms



MarWatch - 24/7 Performance monitoring

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

- *BluStar*
- *CMG*
- *InAttend*
- *MiCollab Advanced Messaging*

MiVoice MX-ONE system information, including:

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



FAULT MANAGEMENT WITH ALERTS

Real-time notification and the ability to manage and prioritize alarms ease the support burden for IT professionals. Alerting speeds problem resolution and makes more efficient use of Level 1 support resources.

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

Displayed in dashboard:

- *Listed by severity, duration and customer/site*
- *Color coded by severity on geographic map, for fast view of most problematic sites.*

Clear view of most important alarms: alarms can be filtered, sorted, and hidden.

Alarm buffering ensures no loss of performance data in case of network failure.



Severity	Message	Start Time	End Time	Duration
Critical	Reboot	Fri, 9 May 2014 12:59:06 +0000	Fri, 9 May 2014 12:59:06 +0000	0d 0h 0m 0s

Severity	Message	Start Time
Critical	Ping Packet Loss threshold exceeded	Fri, 9 May 2014 12:44:02 +0000
Indeterminate	SNMP unreachable	Fri, 9 May 2014 13:16:58 +0000

MarWatch - Real-time alarm

“MarWatch adds value to the Mitel sale. It simplifies remote access and monitoring of multiple sites, allowing us to support our customers more efficiently and actively, while reducing our costs”.

- MXN Corporation

ACTIVE TESTING TOOLS

Addressing problems starts with identifying the source. Considered a top challenge for IT professionals, MarWatch 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) Browser*

AT-A-GLANCE STATUS DASHBOARD

Optimized for viewing on mobile devices and PCs, the Mitel MarWatch dashboard delivers key performance and status data at-a-glance, with a multi-tenant structure.

- *Show /hide, filter and sort alarms by severity, duration and customer/site, and view on geographic map color coded by severity*
- *Simplified view of multiple sites with optional widescreen dashboard*
- *Container design delivers user and role-based access to particular devices or capabilities*
- *Partners can view multiple customer networks from a single MarWatch instance*
- *Ticket management by number, owner, and status*
- *Advanced search to find any device quickly by name, type, IP address or notes/description*
- *Dashboard branding options for channel partner or customer*
- *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 MarWatch login page*
- *Accessed via standard web browsers: Internet Explorer, Chrome and Firefox*

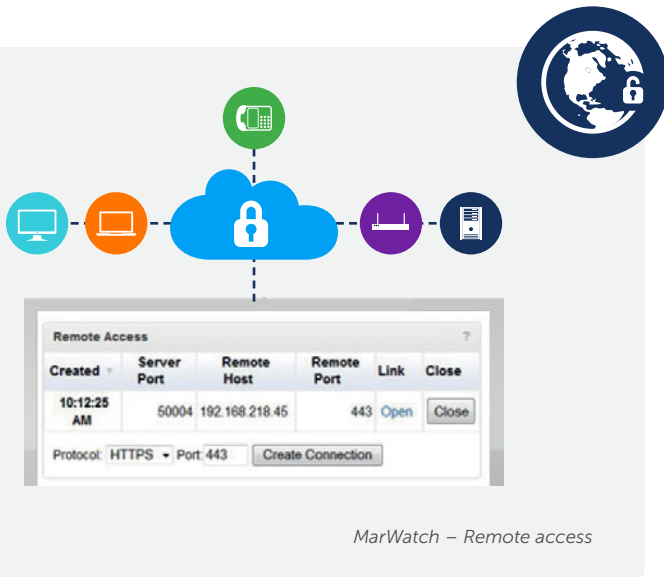


MarWatch – Detailed reporting

DETAILED REPORTING

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

- *Scheduled or on-demand (up to 90 days) options*
- *Delivered by email in PDF or Excel format*
- *Reports by container (ie: reseller, customer or location)*
- *Reports include: Message space customizable by Administrator, Customer device inventory, Device availability and performance summary*
- *Audit log displays user email and details of edits to any device or container fields*
- *Preconfigured queries quickly retrieve information such as contact details, device inventory, and device user licenses. Query results can be listed or displayed as a pie chart or pivot table.*



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

SUPPORTED MITEL SYSTEMS

- MiVoice MX-ONE
- MiVoice Business (Advanced capabilities: voice quality, trunk utilization(digital/SIP), IP set monitoring)
- MiVoice Office 250
- MiCollab
- Mitel Business Dashboard
- MiContact Center(Business/Enterprise)
- MiVoice Call Recording
- MiVoice Border Gateway (Advanced capabilities: voice quality, trunk utilization(digital/SIP), IP set monitoring)

THIRD PARTY DEVICE SUPPORT

MarWatch supports a basic level of management for all IP network devices. For SNMP devices, MarWatch provides advanced management. 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

MARWATCH DEPLOYMENT OPTIONS

Available as a cloud-based or on-premise offering, MarWatch is accessible via a standard web browser (IE, Chrome and Firefox supported). While 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 MarWatch instance can support multiple customer networks and devices.