

4SIGHT MONITOR

MITEL PERFORMANCE ANALYTICS



gold
solutions partner

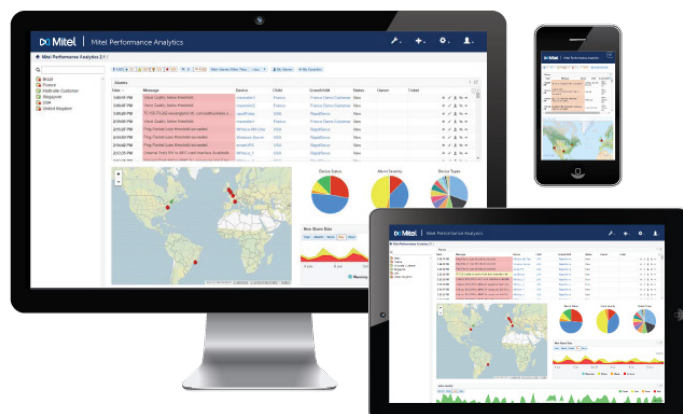
GET IT FREE WITH MITEL PREMIUM SOFTWARE ASSURANCE

KEY BENEFITS

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

WHY 4SIGHT MONITOR?

- Intuitive, multi-tenant data rich dashboards
- Comprehensive testing tools
- Network diagram integration
- Reporting tools that add value



BETTER NETWORK PERFORMANCE FOR BUSINESS SUCCESS

4Sight Monitor (Mitel Performance Analytics) is a fault and performance management software specifically designed for Mitel solutions to deliver a proactive performance management of your entire network. Utilising the latest Mitel monitoring technology, diagnostic tools and expert processes, 4Sight Monitor delivers proactive system performance management with tools to detect, troubleshoot and address Mitel voice quality problems. The benefits of monitoring and managing network performance are reduced downtime, inefficiency, and immediate management of incidents – allowing you to increase productivity while being cost effective.

Network Insight & Performance Monitoring

4Sight Monitor 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 and overall system and individual application performance.

NETWORK DIAGRAMS

Visualize the source of a voice quality problem on a Visio network diagram uploaded by the 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
- Voice quality by call
- Alarms for user

For advice and information call (0)20 3668 0444

MITEL SOFTWARE ASSURANCE

Know immediately when a voice quality problem is occurring, resolve problems quickly before they affect end users and elevate your overall network quality with 4Sight Monitor, included with your Premium Software Support and Assurance.

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 trace route directly from MiVoice Business handset.
- UCscore.com, a site qualification tool tests network fitness for a UC deployment, testing what matters to voice performance.

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 access to monitored devices.
- 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 ESK1 and 2 Factor Authentication for added security.

ADVANCED UC NETWORK TESTING

Run scheduled and on-demand synthetic call tests to quickly pinpoint performance problems with diagnostic tools customized to voice and video. Supported test include: SIP Call, MTR, SIP Registration, External Call.

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 and pivot table displays

Analytics and Advanced Reporting

VOICE QUALITY CAUSE VISUALISATION

Voice quality correlation graphs point towards the cause of a problem allowing you to spot trends and identify root cause. Detailed voice quality reports help quickly identify and assess voice quality. Voice quality reports include:

- A high level VQ score of a specific device or container.
- Isolated factors that could affect or impact the VQ score.

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 to ensure performance.

ADVANCED INVENTORY REPORTING

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

Management Functionality

Simplify common management & administration operations with 4Sight Monitor.

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 unnecessary 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 single or multiple 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 alarms give you control on the type of alarms are seen and actioned.
- MPA listens for incoming Emergency Response SNMP traps.

DEVICE DISCOVERY

Whether you're licensing one device or one thousand, 4Sight Monitor makes it simple - making it ideal for managing large, multi-node Mitel networks.

Device Discovery: 4Sight Monitor 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:	4SIGHT MONITOR	4SIGHT MONITOR +
Deployment Options	Cloud/Premise	Cloud/Premise
Device Support	Mitel	Mitel & Third Party
Trunk/Route/Gateway Utilization	Y	Y
Remote Access/Single Sign-on	Y	Y
Testing Tools	Y	Y
Alarms & Alerts	Y	Y
Reports & Queries	Y	Y
Backups & SMDR Collection	N	Y
Group Operations Scheduler	N	Y
IPT User Dashboard	N	Y
Inventory Reports	N	Y
Advanced User Operations (AUO)	N	Y
Set & Extension Inventory	N	Y
Advanced UC Network Testing	N	Y

For more information on please contact: +44 (0)20 3668 0444 or email: info@4sightcomms.com