MX-ONE Management Suite

Makes administration, configuration, reporting and monitoring of the MiVoice MX-ONE simple, fast and easy


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Discover the MiVoice MX-ONE Management Suite

Mitel's MiVoice MX-ONE is a comprehensive and fully integrated communications solution for medium- to large-sized business and enterprise. It can be deployed on premises or in the cloud to deliver feature-rich Unified Communications and Collaboration (UCC) capabilities. The MiVoice MX-ONE Management Suite makes administration of the MiVoice MX-ONE system simple and intuitive.

The MiVoice MX-ONE Management Suite is comprised of the following elements:

- MX-ONE Service Node Manager (SNM)
- MX-ONE Provisioning Manager (PM)
- Mitel Performance Analytics (MPA) (MX-ONE Traffic Manager)
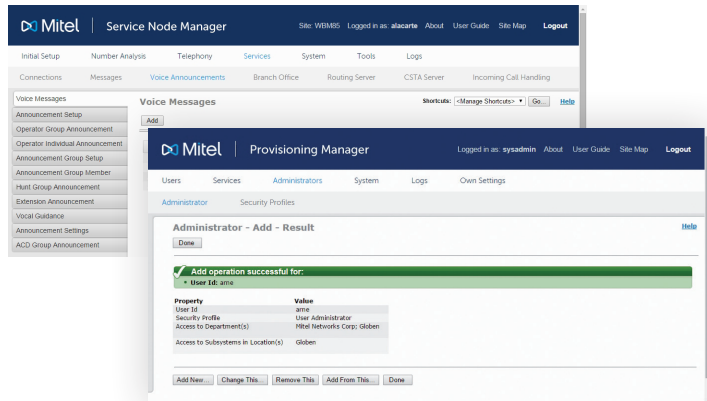
MiVoice MX-ONE Service Node Manager and MX-ONE Provisioning Manager

Thanks to MiVoice MX-ONE Management Suite's task-oriented features for fast configuration, administration and monitoring, administrators can setup and manage most of the system settings within a single website.

Tight integration with MiVoice MX-ONE means a consistent look and feel as administrators navigate through the setup tasks efficiently. Configuration difficulties are minimized with guided setup walkthroughs, templates for faster configuration and accessible online user guides. Furthermore, administration is not limited to a single instance with the ability to jump between multiple instances and tasks at any time, without losing valuable data.

The MiVoice MX-ONE Service Node Manager (SNM) and MiVoice MX-ONE Provisioning Manager (PM) are graphical web-based tools that require no additional software installation.

The Mitel Performance Analytics (MPA) tool may be deployed either on-site or in the cloud, for secure 24/7 voice network monitoring and detailed reporting of voice quality and system performance.

MiVoice MX-ONE Service Node Manager

The MX-ONE Service Node Manager provides a consistent look and feel for administrators. Configuration is simple using guided tours, templates and online user guides.

KEY FEATURES - MX-ONE SNM

- *Automatically installed on the first MiVoice MX-ONE Service Node in each system*
- *Provides view, add, remove, change, print and compare tools for most configuration command*
- *Supports HTTPS for secure configuration*
- *Contains walkthroughs for guided set up of new sites or complex configurations*
- *Uses templates for faster configuration. Templates can be downloaded and uploaded to other MX-ONE Service Node Managers*
- *Complete configuration independent of the order in which the data is entered*
- *Connects to multiple IP phone software servers for remote management of IP phone configuration files*
- *Pre-configured SIP trunks to simplify configuration for different providers (upload settings via a config file)*

PROVISIONING OF IP/SIP TERMINALS

MiVoice MX-ONE Service Node Manager includes the initiation and system configuration for IP/SIP terminals. Through the Service Node Manager, the system administrator can easily create or edit existing configuration files, and enable terminals to be connected to the LAN. Once connected, relevant configuration files and software will be automatically downloaded to the phones. User and extension related settings are configured via MX-ONE Provisioning Manager.

TECHNICAL INFORMATION

INTERFACES

- *HTTP and secure HTTP (HTTPS) protocols*
- *Command line interface for executing Unix-style commands*

CLIENT/SERVER REQUIREMENTS

- *SUSE Linux Enterprise Server 11*
- *Accessible via standard web browser: Internet Explorer, Chrome and Firefox supported*

MiVoice MX-ONE Provisioning Manager

The MX-ONE Provisioning Manager allows end user settings to be shared among other MX-ONE applications (like voice mail, UCC suite, call center, attendants, etc.). Each end user can be assigned multiple extensions, as well as a mailbox and other services. Provisioning Manager clearly displays task-oriented features, which eliminates the need for synchronization with the MX-ONE Service Node. The Provisioning Manager supports configuration of all MX-ONE extensions. With a direct connection to MX-ONE, it fetches and displays real-time information, such as free numbers and existing extensions, updating to the settings most recently applied.

KEY FEATURES - MX-ONE PM

- *No software installation required - set up done via a web-based graphical configuration tool*
- *Administer one or multiple extensions at the same time*
- *Quick access to view, add, remove and change end-users, departments, administrators, extensions, mailboxes*
- *Configures one or several MX-ONE Service Nodes, MiCollab, MiCollab Advanced Messaging and Mitel CMG, and provides links to other management GUIs, such as Mitel Mobile Client portal etc.*
- *Direct access to MiVoice MX-ONE Service Node Manager where you can view, add, remove and change groups, class of services, access codes, voice announcements and more*
- *Integration with Microsoft Active Directory (AD), providing direct access to the corporate user database*
- *Self-service where end-users can access MX-ONE PM and manage personal lists, function keys and general settings themselves*
- *Support for multi-tenant provisioning*

TECHNICAL INFORMATION

INTERFACES

- *HTTP and secure HTTP (HTTPS) protocols*
- *Command line interface for executing Unix-style commands*

CLIENT/SERVER REQUIREMENTS

- *SUSE Linux Enterprise Server 11*
- *Optional: SMTP-compliant e-mail server*
- *Accessible via standard web browser: Internet Explorer, Chrome and Firefox supported*

DEPLOYMENT OPTIONS

- *On the same server as MX-ONE*
- *Stand-alone on own Linux server*

Mitel Performance Analytics

Deployed in more than 5,000 networks worldwide, Mitel's Fault & Performance Management software provides the tools to proactively detect and address service quality issues before the customer is impacted. Specifically, it provides:

- *Performance monitoring*
- *Fault management (alerts & testing tools)*
- *Secure remote access*
- *Detailed reporting*
- *System backup (not available on all products)*

Since effective service quality management requires complete network visibility, Mitel Performance Analytics provides monitoring capabilities for multi-vendor devices (such as servers, routers/switches, IP DECT base stations, session border controllers), in addition to sophisticated performance management of Mitel solutions. Advanced capabilities are available for specific device types and vendors, and virtually any IP device type can be monitored with configurable SNMP support.
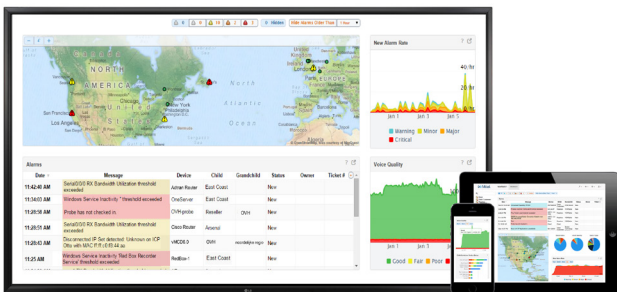
Mitel Performance Analytics

KEY FEATURES - MPA

- *Cloud-hosted or on-premises deployment*
- *Manage multiple customer networks from a single interface*
- *24/7 performance monitoring detects problems BEFORE they impact the customer*
- *MiVoice MX-ONE call server (hardware and license IDs, alarms, feature, user and device license inventories)*
- *Server (CPU, memory, disk usage, ping latency, packet loss, reachability/availability, interface statistics, performance threshold alarms)*
- *MiVoice MX-ONE SIP set voice quality metrics (R Value) by call*
  - *Extension and terminal registration monitoring*
  - *Route utilization (calls per hour, maximum utilization)*
  - *Gateway utilization (SIP/legacy)*
- *MiVoice MX-ONE application server (availability, installation and operating status of Windows services - running/non-running)*
- *Alerts via email, SMS or Twitter with alarm management options*
  - *Alarm Analytics to pinpoint most critical issues quickly*
- *Troubleshoot problems remotely with secure remote access and testing tools*
- *Detailed SLA reporting*
  - *Inventory reporting (users, sets, licenses, services)*
  - *IPT user dashboard, including voice quality by call for each IPT user*

TECHNICAL INFORMATION

INTERFACES

- *Communications are authenticated and encrypted, with standards-based IP security mechanisms including SSL (RSA-2048/AES 128), SSH (RSA1024/AES 128) and HTTPS*
- *A software or hardware 'probe' provided by Mitel is required to access and monitor devices on a remote customer network*

CLIENT/SERVER REQUIREMENTS

- *Accessible via standard web browser: Internet Explorer, Chrome and Firefox supported*
- *Command line interface for executing Unix-style commands*

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