NEVERFAIL
CONTINUOUS AVAILABILITY

MITEL
INTELLIGENT APPLICATION AWARE PLUGIN

PROJECT APPLICATION OBJECTIVE

MiContact Center Business (MiCC), is a highly complex customer contact and experience management platform with world class continuity technology. The platform includes a Workflow Designer, IVR, Contact Recording, Quality Monitoring, Workforce Scheduling, Historical Reporting, and Real-Time Dashboards. Thus, making this solution a highly critical enterprise customer contact and experience suite, that can't fail.

Mitel came to Neverfail to enhance overall platform stability, application performance, and enable intelligent application aware failover.

THE CHALLENGE

Due to its complexity, MiCC had availability and protection vulnerability issues. These were present in both small deployments where all services and databases are hosted on the same server, and in enterprise deployments where the application, database, and web services are distributed across multiple Windows Servers.

ABOUT MITEL

Exceeding $1.3 billion in revenue, Mitel is the recognized leader in Unified Communications providing mission critical telecommunications infrastructure and powering business connections for more than 70 million users in nearly 100 countries.

NEVERFAIL SOLUTION

Neverfail's Product Management team designed a plugin that delivers a highly available MiCC deployment. The new plugin adds application awareness to Neverfail Continuity Engine in order to respond to application performance and availability events. Furthermore, the plugin provides real-time monitoring of service availability, performance, and application health. This is achieved by monitoring performance and WMI counters that provides new threshold rule sets, thus establishing acceptable performance baselines. All key to enabling intelligent application aware failover.

SOLUTION OUTCOME

With the new intelligent application plugin in place, every MiCC deployment is implemented with consistent baseline rules to ensure all SLAs are met, while also enabling:

- Fast and efficient wide scale MitTel customer deployments
- Intelligent continuity services
- Restoration of communication management services within seconds, without MiTel having to having to build their own solution
- Real-time continuity with RPO and RTO objectives measured in seconds to a minute or two
- Critical application data replication with real-time inclusion and exclusion directory filters
- Protection of critical register keys that store changing application config information