Martello's Active Network Path Monitoring

Ensure Microsoft Teams Network Performance and Deliver Service Quality

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The Microsoft Teams user experience relies heavily on network performance. Because of this, Microsoft recommends that Enterprises optimize the route to the cloud to ensure maximum service reliability.

However, when a service issue is occurring, it can be very challenging for an Enterprises' IT team or for Managed Service Providers (MSPs) to pinpoint or fully understand the scope of an issue. When service quality is disrupted, questions quickly arise: Is the issue on the internal network? Is it your own equipment which is creating the delays? Is it the Internet Service Provider? Or is the issue inside of the Microsoft Global Network?

Active Network Path Monitoring (ANPM), part of Martello's digital experience monitoring (DEM) solution, enables IT teams to instantly pinpoint root cause of a Microsoft Teams performance issued to ensure the best possible user experience.

WHAT IS MARTELLO'S ACTIVE NETWORK PATH MONITORING FOR MICROSOFT TEAMS?

Martello's ANPM is a cloud-based solution that tests the network paths between your users' sites and Microsoft Teams services. It clearly visualizes the connectivity quality using network path diagrams that can immediately pinpoint any issues and can also identify who owns the portion of the network where they are currently occurring.

Martello's ANPM puts IT teams and MSPs in full control of the Microsoft Teams route to the cloud.

KEY BENEFITS OF ACTIVE NETWORK PATH VISUALIZATION

REDUCE YOUR MEAN TIME TO REPAIR

- ► Quickly detect and troubleshoot any network performance issues.
- ► Identify root cause and the specific owner of any network performance issue.
- ► In seconds determine if issues are coming from your own network, your ISP or from Microsoft.

IMPROVE OVERALL QUALITY OF SERVICE

- ► Gain insights to design and implement optimizations made to the network route for Microsoft Teams services.
- ► Measure the results that would be realized from any network improvement or configuration change project.

ASSESS THE PERFORMANCE OF THE USERS' ROUTE TO THE CLOUD – SITE BY SITE

- ► Visualize the network path in addition to any associated latency.
- ► Get site data in real time including: RTT, Jitter and packet loss between every hop to understand bottlenecks and to optimize network performance.

ENSURE USER PRODUCTIVITY AND SATISFACTION

- ► Monitor the network performance delivered to your VIPs, Teams Rooms, office locations, or even home offices.
- ► Monitor your ISPs network service quality
- ► Monitor the overall health of your route to the cloud

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EXTENDED BENEFITS WITH MARTELLO DEM
COMING SOON

ANPM is part of Martello's digital experience monitoring suite that offers a broad range of capabilities to empower Enterprise IT and Managed Service Providers to deliver the best possible Microsoft Teams service quality.

ENSURE 24/7 MICROSOFT 365 AND MICROSOFT TEAMS SERVICE QUALITY

▸ Combine Teams network path monitoring with Real User Monitoring data and 24/7 synthetic transactions to ensure service reliability - even during off hours.

▸ Extend service quality monitoring to Microsoft 365 critical workloads including: Exchange, OneDrive, SharePoint.

QUICKLY TROUBLESHOOT ANY SERVICE DELIVERY ISSUES

▸ Correlate your ANPM insights and alerts with network and infrastructure monitoring data to streamline incident resolution.

▸ Visualize the health status of any element that could affect Microsoft 365 or Teams performance, service delivery or end user experience.

EMPOWER IT SERVICE MANAGEMENT TO REDUCE THE BUSINESS IMPACT OF SERVICE DELIVERY ISSUES

▸ Create meaningful ITSM service incidents by correlating Microsoft Teams and Microsoft 365 service quality alerts with infrastructure and network monitoring data.

▸ Reduce alert noise by up to 90%.

▸ Gain full visibility of service incident resolution.

ENSURE MEETING END-TO-END SLAS/OLAS

▸ Define, calculate and share end-to-end service quality reports for business lines, business regions and locations, including for VIPs, ISPs...

▸ Customize SLA for any service or component that can affect Microsoft Teams service including: call quality metrics, 24/7 service tests, network path performance and infrastructure monitoring data.

ENSURE MAXIMUM MICROSOFT TEAMS PERFORMANCE

Get started with Martello's Active Network Path Monitoring for Microsoft Teams

GET STARTED

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Martello Technologies Group Inc. (TSXV: **MTLO**) is a technology company that provides Digital Experience Monitoring (DEM) & Service Management solutions. Martello's software products include Mitel Unified Communications (UC) Performance Analytics, Microsoft 365 end user experience monitoring and IT service monitoring and analytics. Martello Technologies Group is a public company headquartered in Ottawa, Canada with employees in Amsterdam, Geneva, Nice, Paris, Singapore, Dallas and New York.

Learn more at **http://www.martellotech.com**