



## MICROSOFT 365 DIGITAL EXPERIENCE MONITORING SOLUTION

### THE NEXT GENERATION OF DIGITAL EXPERIENCE MONITORING (DEM) IS HERE.

When combined with Martello Gizmo, CoreView offers the ability to manage, control and obtain valuable user data across all aspects of your Microsoft 365 investment. Martello Gizmo Robots provide you with a true Microsoft 365 user experience via constant synthetic transaction testing. Smart Alerts allow you to proactively address issues before they effect the end user's experience and impact productivity. The addition of CoreView brings an added layer of security, compliance, license optimization and adoption to Microsoft 365. Together, Gizmo and CoreView empower you with full control over your environment and help optimize and maintain an exceptional end user experience.

### KEY BENEFITS

#### CONTROL

CoreView is the only all-in-one management solution for Microsoft 365 that helps organizations take control over their license management and security policies.

- Microsoft 365 license administration and usage is easily tracked and reported on so purchased licenses are not wasted sitting idle.
- Greater control over password resets, unlocking users, enabling remote mailboxes or performing custom actions to exceed industry security standards
- Permissions and access can all be controlled from within CoreView; no need to add anyone to the Microsoft365 tenant as an Administrator.
- Control Microsoft365 with actionable analytics, reduce work with automated workflow, and delegate Microsoft365 Admin functions.

#### ADOPTION

Coreview expedites the Microsoft365 adoption rate and flattens the learning curve, allowing your users to discover its full potential faster. Higher adoption rates yield maximum productivity and a faster ROI for the company.

- Over 2,500 in-app short tutorial videos for users to learn how to use Microsoft 365 products better- without impacting their workflow and productivity.
- Dashboards and reports provide valuable insight into Microsoft 365 usage which can be further drilled down by individuals or devices.
- Automatic email notifications to users underutilizing Microsoft 365 applications reminding them of company standards.

# KEY FEATURES

## SECURITY

Put an end to Microsoft 365 data breaches, insider threats, log-in attacks, email cracking, password compromises, ransomware invasions, and misconfiguration data disasters. CoreView allows administrators to set customized security policies that fit conditions to each environment.

- 58.4% of critical data is Office Docs.
- 25% of phishing attacks bypass Microsoft 365 security.
- 40% of Microsoft 365 shops suffer compromised credentials.
- Over 70% of Microsoft 365 business users suffer at least one compromised account each month.

**Create strong unique passwords that are changed regularly.** Run Reports to identify accounts that do not have password expiration set and apply changes in bulk.

**Audit all workloads for end users and admins.** CoreView stores an external, immutable log of every administrative action for the life of the platform.

**Added Malware protection.** Mitigate the risks of malware attacks by correctly configuring your Microsoft environment with CoreView.

**Enable Multi-Factor Authentication, especially for remote logins.** Use Audit Sign-In Reports to identify remote login attempts, discover targeted accounts, Multi-Factor Authentication (MFA) status and failure reasons.

**Limit the granting of administrative access.** Leverage CoreView's least-privilege access and Role-Based Access Control (RBAC) functions to quickly create a least-privilege access model that restricts admin rights to what is needed.

# KEY DIFFERENTIATORS

## REMEDiation

Application "slowness" is the new "downtime" according to Gartner. Martello works with many enterprise IT teams to ensure that their end user experience is optimized, and SLA's are not breached. Martello Gizmo Smart Alerts provide IT teams with detailed insights and lead time to quickly identify and resolve issues before they impact the end-user.

- Eliminates the blame game and creates accountability.
- Decreases MTTR and expensive downtime periods.
- Proactively monitors networks and M365 applications to reduce downtime or slowness.

## ASSESSMENT

Martello Gizmo Robots continuously perform synthetic transactions on Microsoft Exchange, SharePoint, OneDrive and Teams using Microsoft rich clients while also testing the network conditions. When performance deterioration is detected, the Robots will immediately notify you with all the information to quickly resolve the issue before it impacts the business lines.

- Assess impact of network changes or software updates before deploying globally.
- Mitigate risks of business disruption due to poor Microsoft Teams voice & video quality.
- Detailed root-cause analysis to help pinpoint issues sooner.

# MARTELLO

Martello Technologies (TSXV: **MTLO**) is a technology company that provides digital experience monitoring (DEM) solutions. The company's products provide monitoring and analytics on the performance and user experience of critical cloud business applications, while giving IT teams and service providers control and visibility of their entire IT infrastructure. Martello's software products include Microsoft 365 end user experience monitoring, unified communications performance analytics, and IT service analytics. Martello is a public company headquartered in Ottawa, Canada with employees in Europe, North America and the Asia Pacific region.

Learn more at [www.martellotech.com](http://www.martellotech.com)