Martello DEM for Microsoft 365: End-user robots work around the clock and world to monitor, manage, and deliver first-rate service

If Microsoft 365 is the lifeblood of today's enterprise, Teams is the new workplace. Overnight, capabilities that were originally deployed to enhance organizational productivity became the primary vehicle and enabler of productivity in a world where work and its workers are everywhere. When Teams works, teams work. Yet, its performance as a front-end user experience hinges on a labyrinth of variables that cross back-end services (on-premises and online), infrastructure, and network essentials. It's true that Microsoft will reliably inform its customers on the health of its services, but everything between its cloud and your users is literally your business. Martello's DEM for Microsoft 365 equips IT to accurately know the state of the user experience, and proactively identify any degradation before it impacts the user.

What Microsoft doesn't know and your users won't tell you

Microsoft knows Microsoft. Users know their own experience. In between these two points, performance relies on the coordinated workings of many variables. The complexity is stunning. All kinds of studies show that, when it comes to poor performance of Microsoft 365, 1. The problem most often originates somewhere other than Microsoft, and 2. Most users will suffer in silence rather than open a trouble ticket. IT organizations that are armed only with traditional network and application monitoring (APM) tools find themselves backed into a reactive position in defense of these critical capabilities.

When it comes to identifying performance culprits, the possibilities go beyond network and infrastructure. There is complexity in the suite itself. For instance, a number of Teams functions are performed in Exchange (frequently both on-premises and online), and Teams groups create SharePoint sites and Shared Document folders, while Teams and OneDrive interactions also count on SharePoint availability. That's a lot of complexity to traverse with organizational productivity hanging in the balance.

Martello Gizmo is built to proactively monitor Microsoft 365 end-user experience

Proactive management of Microsoft 365 is not only a better way to go; Martello Gizmo is built to make it practical. Microsoft 365-specific robots continuously test user experiences with synthetic transactions that use rich clients (not web browsers) from user locations, testing network conditions such as jitter, packet loss, healed ratio, and MOS as they go. Because it performs real actions that real users regularly do under the same circumstances and from the locations they work, Martello Gizmo lets IT know of any service degradation before it becomes a crisis. A comprehensive set of synthetic transactions cover Exchange, SharePoint, OneDrive, Teams, and network, down to the individual user.

The tool mimics real user interactions with the suite, including authentication, send emails, create meetings, upload/download files on OneDrive and SharePoint, and use of all individual services. The transactions are rich and specific to Microsoft 365. For example, the synthetic transactions on Teams include channels (create, post a message, upload/download files), search a user, check presence, send IM, log in, and test of voice/video quality. Continuous monitoring of service quality is easily accessible in a range of real-time and historical, customizable dashboards and reports.

EMA perspective

Martello's' strength in monitoring and managing Microsoft 365 centers on capabilities that came with its acquisition of what is now Martello Gizmo, but the company has long majored in digital experience management. Martello iQ, a service monitoring and analytics platform that collects and normalizes data from disparate monitoring and service solutions, is a natural partner for its Gizmo robot. Better together, both solutions more than hold their own on their own as well as work well with existing tools.

EMA is not alone in its research findings that work-from-anywhere is here to stay. That fact makes Microsoft 365 not only mission-critical, but mission-centric. With collaboration and communication at its core, it could be argued that users themselves are the application. Their actions effectively constitute the workplace and form the value of the solution set. This centrality of the user makes proactive and continuous monitoring of the end-user experience a key requirement for the foreseeable future.