

MARTELLO

Martello Gizmo

Empower Enterprise IT to Ensure a Productive Microsoft 365 Experience

While Microsoft is usually great at providing a reliable service, interruptions can happen at any point between your users and Microsoft 365 services. Anytime a performance or service delivery issue arises, the impact on productivity and profitability is material. To deliver a productive Microsoft 365 experience, it is critical for Enterprise to proactively understand the end-to-end service quality.

WHAT IS MARTELLO GIZMO?

Martello Gizmo provides the only Microsoft 365 user experience monitoring tool that truly measures the quality of the service delivered to all enterprises' sites. We enable IT with precise insights and a holistic view to manage the end user experience.

Through real-time and powerful historical dashboards, IT have a complete view on the Microsoft 365 service quality delivered to your business lines, anywhere.

- ▶ **+2 million** Microsoft 365 users monitored by Martello Gizmo in 2020.



Martello Gizmo

KEY BENEFITS

PREVENT OPERATIONAL & FINANCIAL RISKS

- Detect potential service disruptions before your users experience them.
- Provide actionable data to decrease the mean time to repair.

MAXIMIZE ROI OF MICROSOFT 365 & NETWORK OPTIMIZATION PROJECTS

- Assess network upgrade results on user experience.
- Make confident network decisions based on factual data.

ENSURE WORKLOAD DEPLOYMENT SUCCESS

- Anticipate performance issues at critical sites.
- Assess site readiness to handle increased user load.
- Prevent production rollout delays.

ASSESS CLOUD READINESS & OPTIMIZE NETWORK ROUTE

- Test cloud performance prior to deployment.
- Measure how route to the cloud affects the end-user experience.

USE CASE: MICROSOFT TEAMS MONITORING

- ▶ Large Oil and Gas Company.
- ▶ 50 Locations.
- ▶ Deployment and use of Teams at remote sites.

The objective was to proactively detect if onboarding new Teams users would degrade the service quality locally. Martello Gizmo assessed the Teams service quality both before and during the migration with continuous synthetic tests on the following: voice, video, chat, channel, file upload/download, login, search user and presence actions.

THE RESULT

- ▶ There were no unexpected issues leading to project delays or financial cost.
- ▶ Martello Gizmo was kept after migration to continue to ensure Teams user service quality.



KEY FEATURES



RICH CLIENT EXPERIENCE

- ▶ True Microsoft 365 user experience through 24/7 synthetic transactions.
- ▶ Test the service exactly as users would: Microsoft Teams call & video, SharePoint upload/download, set a meeting in Exchange, send an email, etc.



HYBRID CLOUD MONITORING

- ▶ Dedicated to complex Enterprise architecture.
- ▶ Includes Microsoft Exchange on premises, Edge but also hybrid identities such as Azure AD Connect and ADFS.



SMART ALERTING

- ▶ Focused on service degradation and measure the user's experience.
- ▶ Alert only when it matters with actionable data.
- ▶ Reduce mean time to repair.



SERVICE QUALITY DASHBOARDS

- ▶ Real time and historical service performance dashboard with built-in SLA for every major workload.
- ▶ Easily understand service degradation patterns to improve overall end-user experience and adoption.

NEW! GET ADVANCED TROUBLESHOOTING CAPABILITIES

Martello iQ is an analytics platform that brings together metrics and events from multiple monitoring IT services management, business applications tools, network monitoring, and more.

Martello iQ correlates Gizmo end-user experience data in a central dashboard allowing instant root cause analysis of any Microsoft 365 service delivery issue.

- ▶ Detect & troubleshoot instantly any issue that might affect end-user experience.
- ▶ Automatically pinpoint what part of the route to the cloud is affecting service delivery.

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