

Martello iQ for MSP using Paessler PRTG

Upgrade PRTG for Cloud and Hybrid Service Delivery Management



Paessler PRTG is simply one of the best monitoring tools to manage a customer’s infrastructure and network. However, as companies of every size are migrating to the cloud, these hybrid environments are easier to manage with a single pane of glass that is connected to the existing ITSM tools and that satisfy their customers’ business line requirements to deliver reliability and exceptional performance.

With limited visibility, it can be challenging for Managed Service Providers (MSPs) to use PRTG to extend their business service offering.

WHAT IS MARTELLO IQ FOR PRTG?

The Martello iQ integration for PRTG upgrades PRTG into a service management solution, correlating monitoring data into service dashboards, calculating SLA, and improving alert management capabilities. Connect PRTG with any cloud monitoring platform to get full visibility of hybrid cloud delivery.

Martello iQ is already a part of the PRTG license as an ITOPs Board and so its capabilities can also be extended with both cloud and ITSM platforms integrations.

KEY BENEFITS

EXTEND PRTG CAPABILITIES TO DEVELOP NEW REVENUE STREAMS

- ▶ Connect PRTG to Amazon CloudWatch, Azure Monitor and Google Cloud customer infrastructure.
- ▶ Easily extend managed capabilities to both public cloud and hybrid infrastructures.

UPGRADE SERVICE MANAGEMENT CAPABILITIES

- ▶ Correlate PRTG data with other data sources to create end-to-end service delivery dashboards.
- ▶ Share dashboards with the NOC, helpdesk and customers.

IMPROVE SUPPORT EFFICIENCY AND REDUCE COSTS

- ▶ Correlate alerts from multiple systems into service incident tickets.
- ▶ Decide and manage what goes into ITSM tools (ServiceNow, Topdesk, etc.).

STAND OUT FROM THE COMPETITION WITH CUSTOM SLAS FOR SERVICE LINES

- ▶ Define and manage custom SLA for service lines.
- ▶ Share live custom SLA reports directly with customers.

KEY FEATURES



TREE VIEW: TOP-DOWN VIEW FROM SERVICE TO COMPONENTS ACROSS THE ENTIRE IT ENVIRONMENT

- ▶ Quickly troubleshoot and find root cause of failing components inside your entire IT environment.
- ▶ Reduce mean time to repair and finger pointing.



ELASTICSEARCH POWER ACROSS IT ENVIRONMENT

- ▶ Use Elasticsearch engine to find and match any IT asset in the entire environment.
- ▶ Correlate alerts from multiple tools into service incidents in your ITSM tools.



CUSTOM SERVICE DASHBOARDS FOR ALL SERVICES

- ▶ Visually organize service delivery dashboards by customer, by services or by locations to match NOC and helpdesk requirements.
- ▶ Share restricted access for every stakeholder.



SLA MANAGEMENT FOR CLOUD AND HYBRID SERVICES

- ▶ Define infrastructure, application and end-to-end service SLA.
- ▶ Directly show which component is affecting the SLA performance over a specific period of time.

iQ FREE TRIAL

Get started with Martello iQ for Microsoft Azure Monitor!

SIGN-UP FOR A FREE TRIAL

MARTELLO

Martello Technologies Group Inc. (TSXV: [MTLO](#)) is a technology company that provides Service Management & 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