

# Martello iQ for Paessler PRTG Enterprise Monitor

*Transform your Paessler PRTG Enterprise Monitor into the Central Command Center for your Hybrid Infrastructure Service Delivery*



Paessler PRTG Enterprise Monitor (PPEM) is simply one of the best monitoring tools for monitoring an enterprises infrastructure and network. Martello iQ, directly integrated into PPEM enables data correlation from multiple PRTG instances and allows teams to easily design service dashboards and manage Service Level Agreements.

To expand PPEM usage across the IT environment, teams need to be able to smartly integrate alerts into ITSM tools and correlate its data with cloud platforms monitoring statistics.

## WHAT IS MARTELLO IQ FOR PPEM

Martello iQ is already a part of the PPEM license as an ITOPs Board, this means that by simply expanding its capabilities IT teams are able to quickly subscribe to additional integrations.

Instantly, the ITOPs Board capabilities can be used for cloud and hybrid environments as well as any additional monitoring tools. ITOPs Boards also can integrate with your existing ITSM tools to correlate alerts into service incidents and dramatically improve the service remediation process.

## KEY BENEFITS

### EXTEND PPEM CAPABILITIES TO CLOUD AND HYBRID PLATFORMS

- ▶ Connect PRTG to Amazon CloudWatch, Azure Monitor and Google Cloud.
- ▶ Correlate PRTG data with cloud services data to get full visibility on cloud and hybrid service delivery.

### MANAGE ITSM SERVICE TICKETS

- ▶ Correlate alerts from multiple systems into service incident tickets.
- ▶ Reduce support ticket storms, alert management costs and mean time to repair.

### TRANSFORM ITOPS INTO A SINGLE PANE OF GLASS

- ▶ Correlate PRTG data with other data sources (SCOM, Nagios, etc.) to get visibility of your entire IT environment.
- ▶ Accelerate root cause analysis and reduce finger pointing between IT departments.

### USE THE POWER OF PPEM FOR YOUR ENTIRE IT ENVIRONMENT

- ▶ Define end-to-end service delivery dashboards.
- ▶ Design and manage SLA for all IT services.

## KEY FEATURES



### TREE VIEW: TOP-DOWN VIEW FROM SERVICE TO COMPONENTS ACROSS IT

- ▶ 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 incident in your ITSM tools.



### CUSTOM SERVICE DASHBOARDS FOR ALL SERVICES

- ▶ Design live service dashboards for the helpdesk, NOC, management, business lines and managed customers etc.
- ▶ Share restricted access for every stakeholder.



### SLA MANAGEMENT FOR CLOUD AND HYBRID SERVICES

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

## iQ FREE TRIAL

Get started with Martello iQ for Paessler PRTG!

**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.

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