

MARTELLO

Martello's Solutions for MSPs

Become a Microsoft 365 Managed Services Industry Leader

You might be like most Managed Service Providers (MSPs) in the Microsoft world offering support together with license management and security services. Customers now more than ever have an increased need for business continuity which has increased their expectations for stellar service delivery for Microsoft 365 – not just someone to call when an issue arises.

Without the proper tools, you are left with the same problems as your customers: lack of end-to-end performance metrics, difficulties quickly troubleshooting incidents and the inability to ensure service quality. All of these factors can prevent you from differentiating yourself from the fierce competition in the MSP world.

MARTELLO SOLUTIONS

Martello provides you with 24/7 proactive digital experience monitoring (DEM), Microsoft Teams Real User Monitoring (preview) and end-to-end Active Network Path Monitoring built-in our Microsoft 365 service quality management solution.

This means that you will be able to proactively manage any service incident before it affects end users to ensure consistent and reliable service delivery.

With powerful data correlation capabilities from integrations with your, and your customers, monitoring tools, Martello's solutions reduce the need for escalation to Microsoft and speeds the time to resolution – reducing your support costs while creating a happier, more productive, and more profitable customer.

KEY BENEFITS

STAND OUT FROM THE COMPETITION - IMPROVE CUSTOMER STICKINESS

- ▶ Ensure constant service reliability of Microsoft 365.
- ▶ Reduce the number of issues and the impact of Microsoft outages on business productivity.

PROVIDE TRUE MICROSOFT 365 SERVICE DELIVERY MANAGEMENT

- ▶ Correlates data from the digital experience, real users, infrastructure and network monitoring into business services real-time health dashboards and custom SLA.

REDUCE SUPPORT AND OVERHEAD COSTS

- ▶ Detect issues in real-time and identify root cause whether there are in Microsoft, your customers network or your own.
- ▶ Speed time to resolution and prevents the need for Microsoft escalation tickets.

DEVELOP NEW SERVICE STREAMS

- ▶ Easily extend your managed services to AWS, Azure and Google Cloud Platform
- ▶ Become the trusted advisor for any cloud delivery project.

USE CASE: RAPID CIRCLE

Rapid Circle offers cloud workspace and managed cloud services such as Azure, Microsoft 365 or Power Platform, improving customers productivity while reducing costs.

To assist the fast deployment of Microsoft Teams at key customers, Rapid Circle needed to go beyond a traditional network performance monitoring solution to provide the best cloud performance assessment & managed service. They chose Martello Vantage for its unparalleled level of insight in the user experience delivered by Microsoft 365.

THE RESULT

"Two months later, after reviewing the assessment provided by Rapid Circle, the value of Martello is quite clear. This tool can help us detect and repair issues faster and make us more proactive in delivering a good experience to our users".



KEY FEATURES



EXTENDED VISIBILITY INTO THE ENTIRE SERVICE DELIVERY

- ▶ Capture data from your monitoring tools (SCOM, Nagios, VMWare, ServiceNow, SolarWinds, PRTG, etc.).
- ▶ Correlated this data with Martello DEM for Microsoft 365 to create end to end business service delivery boards.
- ▶ Synchronize alerts into ITSM service incidents.



MONITOR PUBLIC CLOUD AND HYBRID CUSTOMERS' ENVIRONMENTS

- ▶ A single pane of glass for Microsoft 365, Microsoft Azure, Amazon Web Services and Google Cloud Platform hybrid applications and services.
- ▶ Multi-tenant and multi-subscription views.
- ▶ Service monitoring, alerts correlation and SLA management.



MARTELLO DEM SOLUTION FOR END TO END MICROSOFT 365 SERVICE QUALITY MONITORING

- ▶ 24/7 Proactive Digital Experience Monitoring.
- ▶ Microsoft Teams Real User Monitoring (preview).
- ▶ End to End Active Network Path Monitoring.
- ▶ Microsoft 365 Service Level Management.



MANAGE MICROSOFT 365 SLA

- ▶ Create and share custom Microsoft 365 SLA dashboards.
- ▶ Identify root cause of SLA breaches.
- ▶ Negotiate Microsoft SLA with Microsoft data.

MARTELLO

Martello Technologies Group Inc. (TSXV: **MTLO**) is a technology company that provides Digital Experience Monitoring (DEM) & Service Management solutions. Martello's software products include Mitel Unified Communications (UC) Performance Analytics, Microsoft 365 end user experience monitoring and IT service monitoring and analytics. Martello Technologies Group is a public company headquartered in Ottawa, Canada with employees in Amsterdam, Geneva, Nice, Paris, Singapore, Dallas and New York.

Learn more at <http://www.martellotech.com>