



Martello iQ for Microsoft Azure Cloud Service Providers

The Service Management Solution for Your Azure Services.

Translating technical metrics from Microsoft Azure Monitor into service dashboards that your NOC, helpdesk or customers can understand is challenging. The complexity increases when you must manage multiple subscriptions and are running dozens of applications, databases, resources and services.

However, Cloud Services Providers (CSP) customers have now come to expect complete service management and proactive support from their cloud provider to understand and optimize the overall service delivery quality.

WHAT IS MARTELLO IQ FOR MICROSOFT AZURE CSP?

Martello iQ for Microsoft Azure Monitor is a service management monitoring platform that brings together metrics from the entire Azure environment (including subscriptions and tenants), and correlates them with your existing infrastructure and network monitoring tools to create actionable Service Level dashboards and Service Level Agreements (SLAs) that you can share internally or with your customers.

KEY BENEFITS

ENABLE TRUE AZURE SERVICE DELIVERY MANAGEMENT

- ▶ Provide Azure service dashboard per customer, subscription, application, or service.
- ▶ Design, calculate and share custom SLA.

DEVELOP AZURE END-TO-END SERVICE DELIVERY MANAGEMENT

- ▶ Correlate Azure Monitor data with on-premise network & infrastructure metrics.
- ▶ Instantly detect which on-premise components have issues affecting Azure services.

IMPROVE SUPPORT EFFICIENCY TO REDUCE COSTS

- ▶ Share end-to-end service delivery overview with the helpdesk, NOC and customers.
- ▶ Reduce the impact of alert storms and mean time to repair.

DEVELOP NEW REVENUE STREAMS

- ▶ Add service dashboards and SLA to your offering.
- ▶ Easily manage hybrid infrastructures and end-to-end service management.
- ▶ Expand your cloud services to Microsoft 365, AWS & GCP.

USE CASE: CSP MICROSOFT AZURE MULTI-SUBSCRIPTIONS SERVICE MANAGEMENT

Large CSP in North America managing 500+ Azure subscriptions. Premium support provides SLA for PaaS & IaaS and end-to-end service delivery. Complex dashboards with maintenance issues were developed to calculate and display service management reports.

Martello iQ was deployed as a standard, out-of-the-box solution to define customers services across all subscriptions, provide end-to-end delivery dashboard to NOC & helpdesk as well as SLA reports to the business lines.

THE RESULT

Proactive support teams reduced finger pointing between customers and CSP, reduced the mean time to repair and enabled premium support tiers of services with automatic SLA calculation.



KEY FEATURES



TREE VIEW: TOP-DOWN VIEW FROM CUSTOMER SERVICE TO COMPONENTS

- ▶ Speed troubleshooting and find root cause of failing components inside and outside of the entire Azure environment.
- ▶ Easily share information with NOC & helpdesk to improve support efficiency.



AZURE SERVICE LEVEL VIEWS

- ▶ Single pane of glass for all Azure services and applications for all your customers.
- ▶ Identify the health state of individual services, service collection, end-to-end service to customers.



AGENTLESS INTEGRATION WITH EXISTING MONITORING AND ITSM TOOLS

- ▶ Connect to ITSM tools to group and manage alerts into service incidents.
- ▶ Prioritize service ticket and alerts to speed up time to resolution.



MICROSOFT 365 AND PUBLIC CLOUD MANAGEMENT

- ▶ Manage Microsoft 365 service delivery end-to-end.
- ▶ Provide multi-cloud service management dashboards and SLA to your customers.

iQ FREE TRIAL

Get started with Martello iQ for Microsoft Azure Monitor!

SIGN-UP FOR A FREE TRIAL



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