

# MARTELLO

## Empower Enterprise IT to Ensure a Seamless Microsoft 365 Experience

### HOW IT WORKS

- 24/7 synthetic transactions for Exchange, SharePoint, Teams and Skype for Business.
- Smart alerting reducing service issues.
- End-to-end service delivery dashboards.

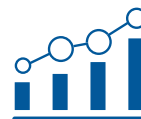
### SOLUTION BENEFITS



Prevent operational and financial risks.



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Provide ROI for network upgrade project.

### CUSTOMER REFERENCES

Microsoft FastTrack, Technip FMC, Telefonica, BNP PARIBAS, MetLife, Thermo Fisher, Imperial College of London, Sanofi, RWE, NTT, Capital Group, etc.

### WHAT MAKES MARTELLO UNIQUE

#### ROUTE TO THE CLOUD EXPERTISE

Hundreds of enterprise deployment best practices.

#### HYBRID CLOUD MONITORING

Dedicated to complex Enterprise architecture.

#### SMART ALERTING

Reduce service issue meantime to repair.

#### RICH CLIENT EXPERIENCE

True Microsoft 365 user experience through synthetic transactions.

#### SERVICE DELIVERY DASHBOARDS

Specifically designed for Microsoft 365 IT Management and Operations.

# MICROSOFT 365 MONITORING DESIGNED WITH AND FOR ENTERPRISES NEEDS

## END-TO-END MONITORING MATTERS

### MICROSOFT 365 DOES NOT INCLUDE MONITORING

Only the service inside the Microsoft datacenter is monitored by Microsoft, not the one you deliver to your sites.

### USERS ARE NOT A RELIABLE MONITORING TOOL

According to Gartner, only 16% of end-users open IT tickets when performance is at stake. But they do complain to their management.

### 90% OF MICROSOFT 365 ISSUES ARE UNDER YOUR RESPONSIBILITY

Local IT, network, route to the Cloud and hybrid infrastructure all contribute to the user experience.



## USE CASE: MICROSOFT TEAMS

Deployment to and use of Teams at remote sites.

Martello Gizmo assessed the call quality before & during the migration to make sure onboarding new users did not degrade the service quality.

### THE RESULT

There were no unexpected issues leading to project delays & financial cost. Martello Gizmo was kept after migration to continue to monitor Microsoft 365 performance.



## 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](http://www.martellotech.com)