

MARTELLO

THE 'WORK FROM ANYWHERE' EXPERIENCE IS ABOUT TO GET BETTER

The Industry's Most Comprehensive Monitoring Solution for Microsoft 365 adds Real User Monitoring and Active Network Path Monitoring.



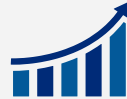
Martello's digital experience monitoring (DEM) solution features key capabilities that help IT teams to identify when and where cloud application performance problems are occurring. This improves the user experience of Microsoft 365 and other cloud applications, whether the users are accessing applications from home or the office.

Keeping users productive with their cloud applications is a significant challenge for IT teams. Martello simplifies this for Microsoft 365:



Reduced

Mean Time to Repair (MTTR)



30-40% improvement
in performance



20-30% decrease in
support tickets

DEEPER DATA CORRELATION FOR INDUSTRY LEADING RESULTS

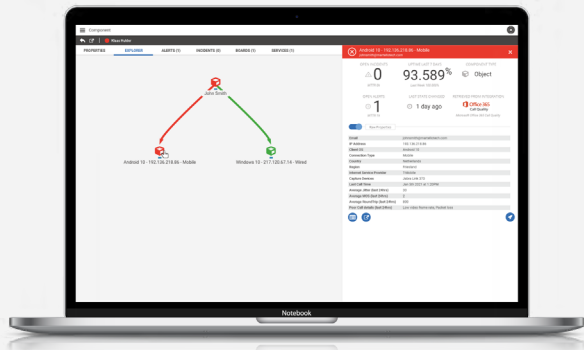
Real user monitoring, which is coming to Martello's DEM suite in 2021 adds a powerful new level of data correlation to its existing suite, which includes synthetic user monitoring. Martello synthetic user monitoring simulates a range of user activities for users in multiple locations. These simulated activities will alert IT teams if a potential problem is detected, so that IT can address the problem before it impacts a real user.

By adding real user monitoring to the Martello DEM suite, IT teams get not only a predictive view of when problems will happen, but a view into what's happening with real users and their activities whether they are working at home or in the office.

Active network path monitoring, coming to the Martello DEM suite in spring of 2021, provides a visual map of the route users take to the cloud, empowering IT teams to quickly pinpoint whether problems are related to the cloud provider, ISP, or user's network.

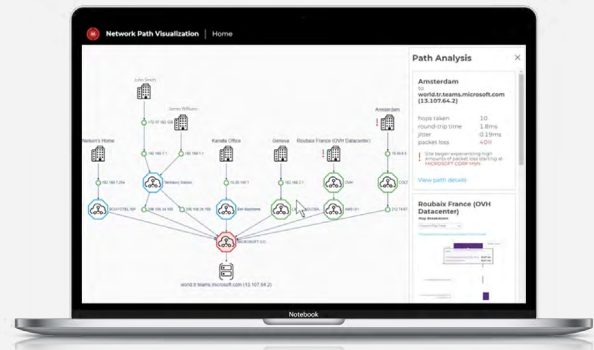
Martello is the only provider combining these capabilities to offer the industry's most comprehensive approach to managing the performance and user experience for Microsoft 365.

REAL USER MONITORING: HOW IT WORKS



Predictive view that shows when problems can potentially happen in addition to insight on what is actually happening with real users and their activities – whether at home or in the office.

ACTIVE NETWORK PATH MONITORING: HOW IT WORKS



Visual map of the route users take to the cloud, empowering IT teams to quickly pinpoint whether problems are related to the cloud provider, ISP, or user's network.

GET THESE TOOLS WORKING FOR YOUR 'WORK FROM ANYWHERE' BUSINESS

It can be challenging for IT teams to assist employees who are working from home, and experiencing Microsoft 365 service interruptions. Here are the steps to achieving industry-leading Microsoft 365 user experience in your organization:

1. **Deploy synthetic user monitoring with Gizmo**, the only Microsoft 365 user experience monitoring tool that truly measures the quality of the service delivered to all enterprises' sites. Gizmo enables IT with precise insights and a holistic view to manage the end user experience, through real-time and powerful historical dashboards. Your Account Manager can get you set up.
2. Be one of the first to get a preview of these new capabilities or the opportunity to join the Beta Program to get early access to new real user monitoring and active network path monitoring. Only users with Martello Gizmo deployed are eligible for these new capabilities. Your Martello Account Rep or Customer Success Manager can sign you up. Real user monitoring will be offered at no extra cost to Gizmo customers. Active network path monitoring will be offered free of charge to Gizmo customers through the Beta Trial and will be an added cost per user thereafter.



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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