

## Martello Real User Monitoring for Microsoft Teams

*The Monitoring Solution for Microsoft  
Teams Users' Call Quality*

Microsoft Teams users are currently working from a hybrid environment – either remotely or from the office – and many places in between. This increases the network and infrastructure complexity that is involved in service delivery. This makes it more challenging for IT teams or Managed Service Providers (MSPs) to proactively monitor Microsoft Teams performance and ensure a stellar quality of service delivery and user experience.

Microsoft provides user call data for reporting, but they do not provide any additional alerts to help correlate this data into meaningful insights. This is necessary to improve the overall Microsoft Teams service quality for both end users and business lines.

### WHAT IS MARTELLO REAL USER MONITORING FOR MICROSOFT TEAMS?

Martello's Real User Monitoring (RUM) solution for Microsoft Teams provides IT and MSPs with actionable users' call quality data as a source of monitoring data and alerts. This data provides clear visibility into the quality of service delivered to every Teams meeting room and for every user.

RUM for Microsoft Teams proactively ensures user satisfaction and business productivity – anywhere, anytime.

#### KEY BENEFITS

##### ENSURE USER PRODUCTIVITY AND SATISFACTION

- ▶ Monitor the service delivered to your VIPs, Teams Rooms, locations, home offices and more.
- ▶ Monitor your ISPs service quality.
- ▶ Configure custom alerts based on call quality data and the % of users that may be having issues.

##### IMPROVE OVERALL QUALITY OF SERVICE

- ▶ Group users in a way that makes sense to IT to track the quality of service delivered to business lines.
- ▶ Understand the main bottlenecks in overall service delivery.
- ▶ Measure the results of network improvement projects.

##### REDUCE MEAN TIME TO REPAIR

- ▶ Don't wait for user tickets or complaints to come in – proactively work on issues.
- ▶ Identify the root cause of call quality issues.
- ▶ Gain and share insight on the performance of every users' network connectivity, device, audio set, ISP and route to the cloud with NOC, help desk and service owners.

##### AUTOMATICALLY MANAGE SLAS/OLAS

- ▶ Design, track and share custom SLA/OLA by any custom group of users to business lines and stakeholders.
- ▶ Automatically identify the location, users, meeting room, or ISP that is potentially breaching your overall SLA target.
- ▶ Get the reports you need for SLA achievement with Microsoft.

## EXTENDED BENEFITS WITH MARTELLO DEM

Martello's RUM solution is part of Martello's digital experience monitoring suite that offers a broad range of capabilities, augmenting the benefits of real user call quality monitoring to empower Enterprise IT and MSPs to deliver the best Microsoft Teams service quality possible.



### ENSURE 24/7 SERVICE QUALITY MONITORING

- ▶ Combine RUM data with 24/7 synthetic transactions to continually test audio, video and Microsoft Teams collaborative features - even during off hours.
- ▶ Define, compare and improve service quality baselines across locations.



### IMPROVE SERVICE REMEDIATION EFFICIENCY

- ▶ Synchronize Microsoft call quality alerts with your IT service management system to open meaningful service incidents.
- ▶ Manage all active service incidents and their resolution directly from Martello iQ.



### QUICKLY TROUBLESHOOT ANY SERVICE DELIVERY ISSUES

- ▶ Correlate Microsoft Teams call quality insights and alerts with network and infrastructure monitoring data to pinpoint the root cause of any service issues.
- ▶ Visualize the entire route to the cloud from your critical sites and users to Microsoft datacenters and identify any roadblocks and root cause of latency issues.



### ENSURE END-TO-END SLA/OLA ACHIEVEMENT

- ▶ Define, calculate and share end-to-end business services for business lines, business regions and locations including for VIPs, ISPs, etc.
- ▶ Customize SLA with any service and components that could affect Microsoft Teams service including: call quality metrics, 24/7 service tests and infrastructure and network monitoring data.

## ENHANCE PRODUCTIVITY FOR BUSINESS LINES AND IMPROVE THE USER EXPERIENCE WITH MICROSOFT TEAMS SERVICES MONITORING NOW

Get started with Martello Real User Monitoring for Microsoft Teams.

**GET STARTED**

## 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>