MARTELLO

Martello Vantage DX for Microsoft 365

Ensure Microsoft 365 Service Quality for Your Business

While Microsoft excels at providing secure and reliable service within its Global Network, the experience delivered to end-users can be different. Because the route to the cloud involves on-premise network infrastructure, hybrid components, ISPs and often cloud third party services, maintaining the performance of services and end-user satisfaction can be a challenge.

WHAT IS MARTELLO VANTAGE DX FOR MICROSOFT 365?

Martello Vantage DX for Microsoft 365 is your all-in-one solution to prioritize and resolve performance problems and optimize the user experience to improve your Microsoft 365 service quality. Whether your users are remote or at the office, Martello Vantage DX detects and alerts on any Microsoft 365 performance issue and correlates service performance insights with your existing monitoring data, synchronizes alerts and incidents with your ITSM and automatically reports on service level performance. Martello Vantage DX restores the visibility you need on Microsoft 365 end to end service delivery.

KEY BENEFITS

ENSURE 24/7 SERVICE RELIABILITY

- Detect internal or external service performance issues before end-users.
- Reduce service degradation impact on business.

RESOLVE YOUR INCIDENTS FASTER

- Identify root cause analysis.
- Prioritize network and infrastructure issues by understanding visually, how they impact Microsoft 365 service delivery.

IMPROVE MICROSOFT CLOUD SERVICE QUALITY

- Track, share and justify your level of service.
- From a single pane of glass manage your Microsoft 365, Azure, AWS and Google Cloud Platform service delivery.

REDUCE MICROSOFT 365 TOTAL COST OF OWNERSHIP

- Decrease management and support overhead.
- Achieve minimal MTTR.
- Reduce Microsoft escalations.

MARTELLO

KEY FEATURES

24/7 DIGITAL EXPERIENCE MONITORING

▸ Early detection of any service issues for office and remote users.

▸ Qualify performance problems instantly (workload, location, severity, users).

MICROSOFT TEAMS CALL QUALITY ANALYTICS

▸ Define critical users' groups and custom alerting based on Teams service quality.

▸ Create custom reporting to analyze and improve end-user experience.

DEEP DIVE LATENCY ANALYSIS

▸ Visualize the route to the cloud from critical locations and users.

▸ Spot which network is responsible for any latency.

▸ Correlate end user experience monitoring with your own infrastructure and network monitoring insights.

SERVICE PERFORMANCE REPORTING

▸ Define custom live dashboards for your business lines and customers.

▸ Automatically report on service level performance - internally and externally.

▸ Identify root cause of service performance degradation over time.

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**