MARTELLO

Martello Vantage DX for Microsoft SharePoint Online

Ensure Microsoft SharePoint online performance for your users and customers.

Microsoft SharePoint online is at the heart of many critical business processes and also often the backbone of customer support, intranet and even internet websites. Therefore, the availability and performance of this Microsoft service is critical. However, users, especially if they are external, will rarely open a ticket when it slows down. So how can you ensure a service you don't have visibility into?

WHAT IS MARTELLO VANTAGE DX FOR SHAREPOINT ONLINE?

Ensure end-to-end performance and user satisfaction at all times. **Martello Vantage DX** continuously tests SharePoint online services from any critical location and enables IT to correlate its performance test results with their existing infrastructure and network monitoring data for full visibility into the entire service delivery.

KEY BENEFITS

ENSURE 24/7 MICROSOFT SHAREPOINT SERVICE PERFORMANCE

- ▶ Detect issues before they impact users.
- ▶ Compare performance from multiple locations.
- ▶ Provide network conditions at the time an issue occurred.

RESOLVE INCIDENTS FASTER

- ▶ Visualize the route between your key locations and your Exchange servicesInstant detection of network and infrastructure components affecting your user experience
- ▶ Correlate your own monitoring data with Martello Vantage DX insights into end-to-end SharePoint business services.

REDUCE MICROSOFT SHAREPOINT TOTAL COST OF OWNERSHIP (TCO)

- ▶ Decrease management and support overhead.
- ▶ Achieve minimal Mean Time to Repair (MTTR).
- ▶ Reduce Microsoft escalations.

DEMONSTRATE AND IMPROVE THE QUALITY OF SERVICE

- ▶ Define, track and share custom performance reports and/or SLAs.
- ▶ Automatically spot the root cause of a Service Level Performance breach.
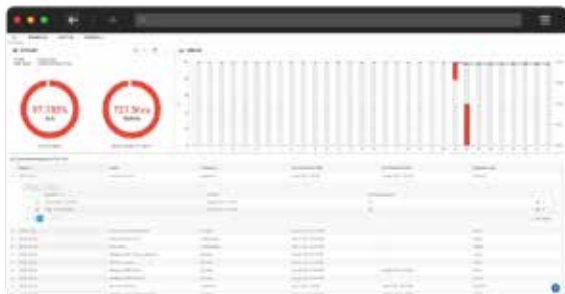
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KEY FEATURES

24/7 MICROSOFT SHAREPOINT ONLINE DIGITAL EXPERIENCE MONITORING

- ► Test the login, upload and download of documents in real-time.
- ► Test document upload and download through Microsoft Teams and Exchange.
- ► Test the availability and performance of SharePoint webpages.

MONITOR THE ENTIRE MICROSOFT 365 STACK

- ► Include SharePoint Online monitoring in the overall Microsoft 365 monitoring strategy (Excel, Word, PowerBI, etc.)
- ► Determine if document collaboration issues are coming from OneDrive, Exchange, SharePoint or Teams.

TROUBLESHOOT ANY MICROSOFT SHAREPOINT ISSUE

- ► Qualify any SharePoint issue (Microsoft outage, infrastructure issue, network problem, etc.).
- ► Identify which network is responsible for end-user latency
- ► Correlate SharePoint availability and performance test results with your existing infrastructure and network monitoring data to identify the root cause of an issue.

SYNCHRONIZE MICROSOFT SHAREPOINT MONITORING WITH YOUR ITSM

- ► Correlate every alert for the end-to-end SharePoint service delivery into your ITSM tool.
- ► Check in real time if alerts are picked up and incidents are processed.