

## Martello Vantage DX for Microsoft Teams

Get full control of Microsoft Teams Service quality.

From pitching to clients to customer support and collaboration with internal or external stakeholders, today's communication depends on Microsoft Teams, and this service must be highly reliable. To achieve this, the entire route to the cloud, from the user headset up to the Microsoft Global Network must work reliably every time. **Martello Vantage DX** provides an all in one solution that detects and troubleshoots performance problems, helping you optimize and improve the overall Microsoft Teams service quality delivered to your business lines and customers.

### WHAT IS MARTELLO VANTAGE DX FOR MICROSOFT TEAMS?

Whether Microsoft Teams users are at the office or on the road, Martello has got you covered. Martello Vantage DX combines 24/7 synthetic transactions, end-to-end network path analysis and real user monitoring data to provide a holistic view of the entire Microsoft Teams service delivery and user experience.

Proactively detecting voice quality issues, ensuring the user experience of VIPs and troubleshooting any problem is now only a click away.



Martello Vantage DX Monitoring

### KEY BENEFITS



#### ENSURE 24/7 TEAMS SERVICE RELIABILITY

- ▶ Detect internal or external service performance issues before they can impact end-users.
- ▶ Ensure the performance and availability of every Microsoft Teams capability.



#### REDUCE TEAMS TOTAL COST OF OWNERSHIP (TCO)

- ▶ Decrease management and support overhead.
- ▶ Achieve minimal mean time to resolution (MTTR).
- ▶ Reduce Microsoft escalations.



#### RESOLVE INCIDENTS FASTER

- ▶ Prioritize network and infrastructure issues by understanding visually, how they impact Teams service delivery and user experience.
- ▶ Automatically correlate alerts and call quality data with your ITSM tools.



#### IMPROVE TEAMS USER EXPERIENCE

- ▶ Define custom performance reports and / or SLAs based on location, or any group of users.
- ▶ Automatically spot the root cause of a Service Level Performance breach.

## KEY FEATURES

### PROACTIVE TEAMS DIGITAL EXPERIENCE MONITORING

- ▶ Detect issues in real time for every critical Microsoft Teams feature: Voice, Meetings, Channel, Document, Chat, Presence, etc.
- ▶ Provide detailed analysis of network conditions when issues occur.



### TROUBLESHOOT ISSUES IN MINUTES

- ▶ Define end-to-end Microsoft Teams service monitoring by correlating your existing infrastructure and network data with Martello Vantage DX.
- ▶ Identify instantly if on-premise equipment is affecting the quality of the service.



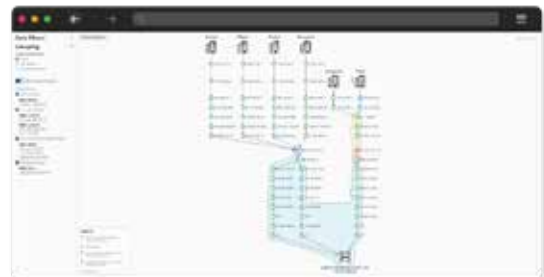
### MICROSOFT TEAMS CALL QUALITY ANALYTICS

- ▶ Detect Teams call quality issues at the user level and provide actionable insights to troubleshoot every meeting, rooms, cloud and PSTN call.
- ▶ Group users and data automatically in the way that matters to you and define custom alerting for service issues.
- ▶ Monitor the level of service provided by your ISPs.



### DEEP DIVE LATENCY ANALYSIS

- ▶ Visualize and analyze the end-to-end network path from your critical locations and users to Microsoft Teams services.
- ▶ Spot which network is responsible for any latency, packet loss or Jitter.



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*“Today’s hybrid workforce relies on Microsoft Teams to stay connected and productive and Martello offers a digital experience monitoring solution that helps our customers and partners deliver the best possible Microsoft 365 and Microsoft Teams user experience”*

Suzanne Gagliese, VP, Global Partner Solutions - Microsoft Canada

## MARTELO

Martello Technologies Group Inc. (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 unified communications 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 offices in Amsterdam, Geneva, Nice, Paris, Dallas and New York.

Learn more at [www.martellotech.com](http://www.martellotech.com)