

## Martello Vantage DX

*Optimize your Microsoft 365, Microsoft Teams and Business Applications reliability and user experience.*

### PRIORITIZE . RESOLVE . OPTIMIZE

Microsoft Teams and any hybrid and cloud applications and services like Microsoft 365 rely on multiple systems and providers to be delivered to your end-users successfully. Network, infrastructure, ITSM, security, ISPs and of course Microsoft, all play a role in the delivery of the service, in voice quality and ultimately, in end-user satisfaction.

Managing **Microsoft Teams** and **Microsoft 365 application** performance requires deep insight into the real user experience as well as coordination between IT departments and service providers that each work with different tools with different objectives. IT teams often struggle to qualify and **solve application performance** or **voice quality issues**, because available data from user feedback and traditional monitoring tools don't provide substantial insight into the user experience.

### KEY BENEFITS



#### Ensure 24/7 reliability for your Microsoft 365 services and optimal Microsoft Teams voice quality

- ▶ Discover performance issues before end users.
- ▶ Rapidly identify and prioritize critical issues impacting Microsoft 365 and Teams performance.
- ▶ Reduce Teams service degradation and the impact on business productivity.



#### Empower all of your IT departments to deliver better cloud and hybrid services

- ▶ Integrate and correlate data from your existing monitoring tools and cloud services to design end to end service level dashboards for Microsoft 365 workloads and any critical application.
- ▶ Easily share critical information with NOC, Helpdesk, Service Desk, Service Management, Security and any other stakeholders to bridge the gap between silos.



#### Reduce your Microsoft 365 Total Cost of Ownership (TCO)

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

## KEY FEATURES

### PROACTIVE MICROSOFT 365 USER EXPERIENCE MONITORING

- ▶ Test your Microsoft 365 services from where your users are, with continuous synthetic transactions that analyze each workload and feature performance.



### MICROSOFT TEAMS CALL QUALITY ANALYTICS

- ▶ Monitor all your users' experience whether they are at the office or at their home and provide troubleshooting data for every call and meeting.



### END TO END NETWORK PATH ANALYSIS

- ▶ Monitor and visualize the entire network path from your users to the Microsoft Global Network. Determine precisely where the bottlenecks are to speed problem resolution.



### ITSM INCIDENT WORKFLOWS

- ▶ Correlate monitoring events and alerts from Martello Vantage DX with your existing network and infrastructure tools to reduce event noise and empower ITSM users to achieve better service remediation.

### SLA MONITORING

- ▶ Define custom SLAs (service level agreements) and get meaningful performance reports that pinpoint the root cause of services issues.

### RAPID ROOT CAUSE ANALYSIS

- ▶ Correlate Martello Vantage DX insights with your existing monitoring tools such as SolarWinds, SCOM, Nagios, Splunk and Cisco to define end to end services for your Microsoft 365 and business applications.
- ▶ Find the root cause of service disruptions in seconds.

### CLOUD AND HYBRID READY

- ▶ Get a single pane of glass for your entire cloud and hybrid environment, including Microsoft 365, Azure, Amazon Web Services and Google Cloud Platform.
- ▶ Correlate cloud monitoring data with on-premise network and infrastructure insight to define end to end cloud and hybrid application services.

## 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](http://www.martellotech.com)