GOVERNMENT

The highly-complex IT infrastructure of a modern governmental institution is a critical component of the social fabric, as it ensures that essential government services are delivered smoothly. Residents rely on the governmental entities' websites to connect with government offices, while employees depend on countless applications and services to manage workflows and perform their jobs.

Martello's solutions are custom built to meet the needs of various levels of government operations. What all our governmental customers have in common, is the requirement for a high-degree of integrity within their IT environments. They run data-centers requiring "Best in Class" technologies from solid, reliable vendors that will be around for a long time.

Government infrastructure usually takes a large Operations team who conduct precise monitoring. Outages cause dissatisfaction among residents, but more importantly creates the risk that the emergency services could become unavailable.

ITOps:

Centralize IT, Monitor Legacy Infrastructure and Critical Applications

With years of experience working with government authorities across various continents and jurisdictions, Martello can deliver solutions for regional authorities up to state-wide and federal governments.

Martello's solutions display the health of critical applications including citizen portals, personal ID applications, claims and payment processing as well as customer support. With service-oriented monitoring and advanced dashboards for the integrations you use every day.

Quickly identifying where critical outages are occurring enables IT teams to quickly pinpoint the root cause of a problem. By locating and resolving issues prior to an outage actually occurring, downtime can be significantly reduced, resulting in a better user experience.

Steps to Connectivity

When critical applications can't afford to be impacted by an outage, taking the necessary steps to prevent outages ensures reliable connectivity.

- Start by deploying network remediation products at the edge of your network, like Martello's SD-WAN solutions.
- Deploy network monitoring systems like Martello's Network and Application Performance Management Suite.
- Use a visualization and analytics tool to make sense of your IT environment similar to Martello's ITOps Management Suite.

"We are pleased to count Martello among our trusted suppliers,

Mayor Jim Watson
CITY OF OTTAWA

Software-Defined WAN:

Provides a Flexible Platform While Keeping Operating Costs Low

All levels of government can benefit from bandwidth management and application performance improvements with Martello's SD-WAN technology.

For individual site performance, government offices can stay connected to the network, even in the most remote locations by using Martello's Link Balancing technology, available as part of the company's SD-WAN offering. Add public links or private networks, wired or cellular, to meet growing or sporadic demand and ensure critical applications remain active.

Unified Communications (UC) Performance Management:

Prevent Problems for 24/7 Availability

Martello's UC performance management solutions ensure that government bodies achieve stellar performance from their phone system from the start. Whether an on-premise or in the cloud UC deployment, Martello tests system performance on an ongoing basis – from before deployment through to daily operations. It detects and alerts IT staff to problems and offers troubleshooting and analytics that will keep VoIP solutions, and other real-time applications, running optimally.

> "Live Maps created a bridge between SCOM and SCSM. It gives me and the people around me a better view of what is happening and how everything is linked together. With Martello, we can see the whole picture."
>
> MUNICIPALITY OF SILKEBORG

> "Live Maps provides the context necessary for us to properly find the most important SCOM alerts. Understanding the service's context has really helped us zero in on what alerts we need to act upon in SCOM."
>
> CITY OF FRANKFURT

Founded in 2009, Martello Technologies is headquartered in Ottawa, Canada with staff in Canada, the Netherlands, the United States and France. We offer solutions that deliver confidence in the performance of real-time services on cloud and enterprise networks. Our products include unified communications (UC) performance management software, IT systems visualization software and SD-WAN technology.

MARTELLO

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