MARTELLO

Digital Experience Monitoring

To improve the user experience you need to measure it.

AS DIGITAL TRANSFORMATION ACCELERATES, THE USER EXPERIENCE IS A CRITICAL PRIORITY FOR CIOs

A growing number of services are being delivered as cloud-based software as a service (SaaS), but infrastructure and operations (I&O) teams lack visibility and control of the user experience. Digital business initiatives can only be successful if the user's experience is a good one.

Martello's digital experience monitoring (DEM) solutions give I&O leaders the tools to understand and improve the user's experience of key cloud collaboration and productivity solutions, such as voice and video conferencing.

KEY BENEFITS

Optimized end-user experience through increased visibility into application availability and performance.

Better visibility into the performance of SaaS and cloud services, providing IT teams the tool to help them manage the end-user experience.
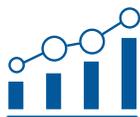
Increased employee productivity and satisfaction, leading to better ROI.

Improved end-to-end network monitoring strategy that provides a 360-degree view with efficient root cause analysis.

Ability to identify baseline end user experience to better define Service Level Agreements.

Reduced MTTR and support costs with proactive monitoring.

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DIGITAL EXPERIENCE MONITORING SOLUTIONS

MARTELLO IQ

Martello iQ is a service monitoring and analytics platform that brings together metrics and events from multiple monitoring, IT services management, business applications tools into actionable dashboards. Accessible from anywhere from any device, iQ presents a unified view of the infrastructure that supports critical business services for companies.

- Built-in SLA tools to configure specific thresholds for every service.
- Consolidates all the disparate monitoring solutions eliminates silos when troubleshooting issues.
- Quick MTTR for the optimal end-user experience.

MITEL PERFORMANCE ANALYTICS

Mitel Performance Analytics (MPA) provides deep insight into voice quality and other metrics of importance to voice system performance. In addition, it monitors 3rd party systems and hardware for complete end-to-end monitoring and correlation of performance issues to network problems.

- Built-in synthetic transaction monitoring alerts network administrators.
- Measures the end-user voice quality to evaluate the call quality of each and every end-user.

MARTELLO GIZMO

Martello Gizmo provides the only Microsoft 365 user experience monitoring tool that truly measures the quality of the service delivered to all enterprises' sites. Gizmo gives IT teams precise insights and a holistic view to manage the end user experience and exactly replicates the users actions through the same delivery path.

- Performs synthetic transaction on Microsoft Exchange, Teams, SharePoint, and OneDrive actions using Microsoft rich clients, while also testing the network conditions.
- Clearly see how the route to the cloud affects the end-user experience, site by site.
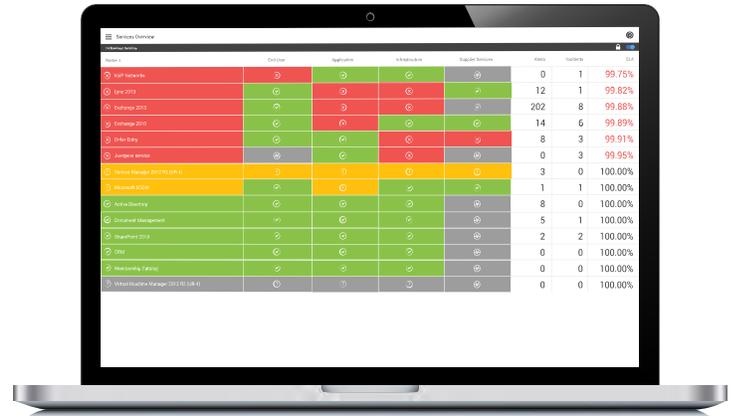
Martello IQ

"We had a vision – we wanted a dashboard that would alert us when something was offline, without having to wait for our internal or external customers to report the problem. Martello has helped us realize that vision."

-Frost Bank

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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*