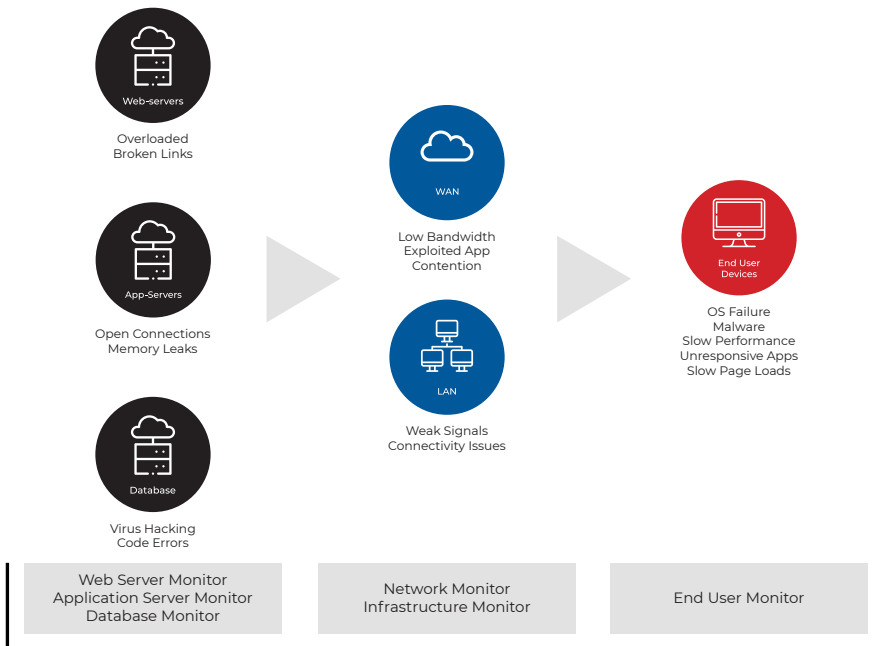


MARTELLO

DIGITAL EXPERIENCE MONITORING

As digital transformation accelerates, the user experience is becoming 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.



DIGITAL EXPERIENCE MONITORING

Removes the multiple monitoring silos to provide a complete picture of the entire network
Allows for the quick assessment of troubled components and downstream effects
Improved understanding of issues being experienced by the end user

WHY DIGITAL EXPERIENCE MONITORING?



OPTIMIZED END-USER EXPERIENCE THROUGH INCREASED VISIBILITY INTO APPLICATION AVAILABILITY AND PERFORMANCE.



VISIBILITY INTO THE PERFORMANCE OF SAAS AND CLOUD SERVICES, GIVING IT TEAMS ACCOUNTABILITY AND RESPONSIBILITY FOR END USER EXPERIENCES.



INCREASED EMPLOYEE PRODUCTIVITY AND SATISFACTION RESULTING IN A DEEPER UNDERSTANDING OF BUSINESS IMPACT, LEADING TO BETTER ROI.



IMPROVED END-TO-END NETWORK MONITORING STRATEGY THAT PROVIDES A 360-DEGREE VIEW WITH EFFICIENT ROOT CAUSE ANALYSIS.



PROACTIVE MONITORING AND QUICKER TROUBLESHOOTING RESULTING IN REDUCED HELP DESK SUPPORT TICKETS.



ABILITY TO IDENTIFY BASELINE END USER EXPERIENCE TO BETTER DEFINE SERVICE LEVEL AGREEMENTS.



"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

DIGITAL EXPERIENCE MONITORING SOLUTIONS

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 iQ

Martello iQ is 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.

GSX Gizmo

To understand the service quality you are delivering to your sites and business lines, you need a Microsoft 365 monitoring tool that continuously tests the user experience, from where your users are located. **GSX Gizmo** is the only Microsoft 365 monitoring solution to measure the health and performance of your hybrid architectures.

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

WOULD YOU LIKE TO LEARN MORE ABOUT
DIGITAL EXPERIENCE MONITORING OR HOW TO GET
STARTED WITH OUR SOLUTIONS TODAY?

Reach out to info@martellotech.com



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www.martellotech.com