MARTELLO USE CASE

ANSWER THE CALL FOR PEAK TEAMS PHONE EXPERIENCE

Microsoft Teams Phone integrates telephony services seamlessly into the Microsoft Teams environment, giving organizations a single, full-featured communications solution to manage, maintain and pay for. Instead of multiple contact points — desk phone, cell — users have a single phone number where they can be reached.

With traditional telephony skills increasingly hard to find, many organizations are also eager to embrace Teams Phone as an alternative to the classic PBX-based phone system. And with Teams Phone, company policies can be applied uniformly to all business phone use.

But migrating to Teams Phone brings additional IT complexity. It can be challenging to integrate with existing business phone processes, and performance is harder to manage due to a lack of inherent end-to-end visibility and more 'places' for issues to crop up compared to traditional telephony.

Martello Vantage DX solves those challenges with proactive monitoring of the end-to-end Teams Phone environment and automated data correlation to speed up issue resolution. Those capabilities also extend to classic Teams collaboration and Teams Rooms for complete visibility of the Teams user experience and better context for troubleshooting. Vantage DX also helps control costs with built-in features for Teams Phone license optimization.

THE STORY IN BRIEF

- Adopting Teams Phone brings many benefits — but **more for IT to manage**.
- **Lack of visibility and control** can hamper IT's ability to ensure peak performance and user experience.
- Martello Vantage DX **brings the full Teams Phone environment into view** — integrated with the rest of Teams — for single-tool management of the full Teams experience.

THE CHALLENGE

NEW NETWORKING NEEDS

Teams Phone requires a session border controller (SBC) to connect users to the public switched telephone network (PSTN) where conventional voice traffic gets handled. It also requires the purchase of PSTN calling minutes. Many organizations choose to deploy and manage an SBC themselves for maximum control — what's known as the 'direct routing' method. Others take advantage of third-party SBC packages for enterprises, and Microsoft itself offers plans with PSTN connectivity and calling minutes as well.

However, there are a number of challenges to be aware of with the move to Teams Phone:

TROUBLESHOOTING

The Teams Phone environment extends from remote and onsite end users through the local network to the Internet, the Microsoft data center and the PSTN. Without visibility across all of this, calls can degrade and fail due to unseen causes, slowing down response times and making it hard to pin down where issues occur.

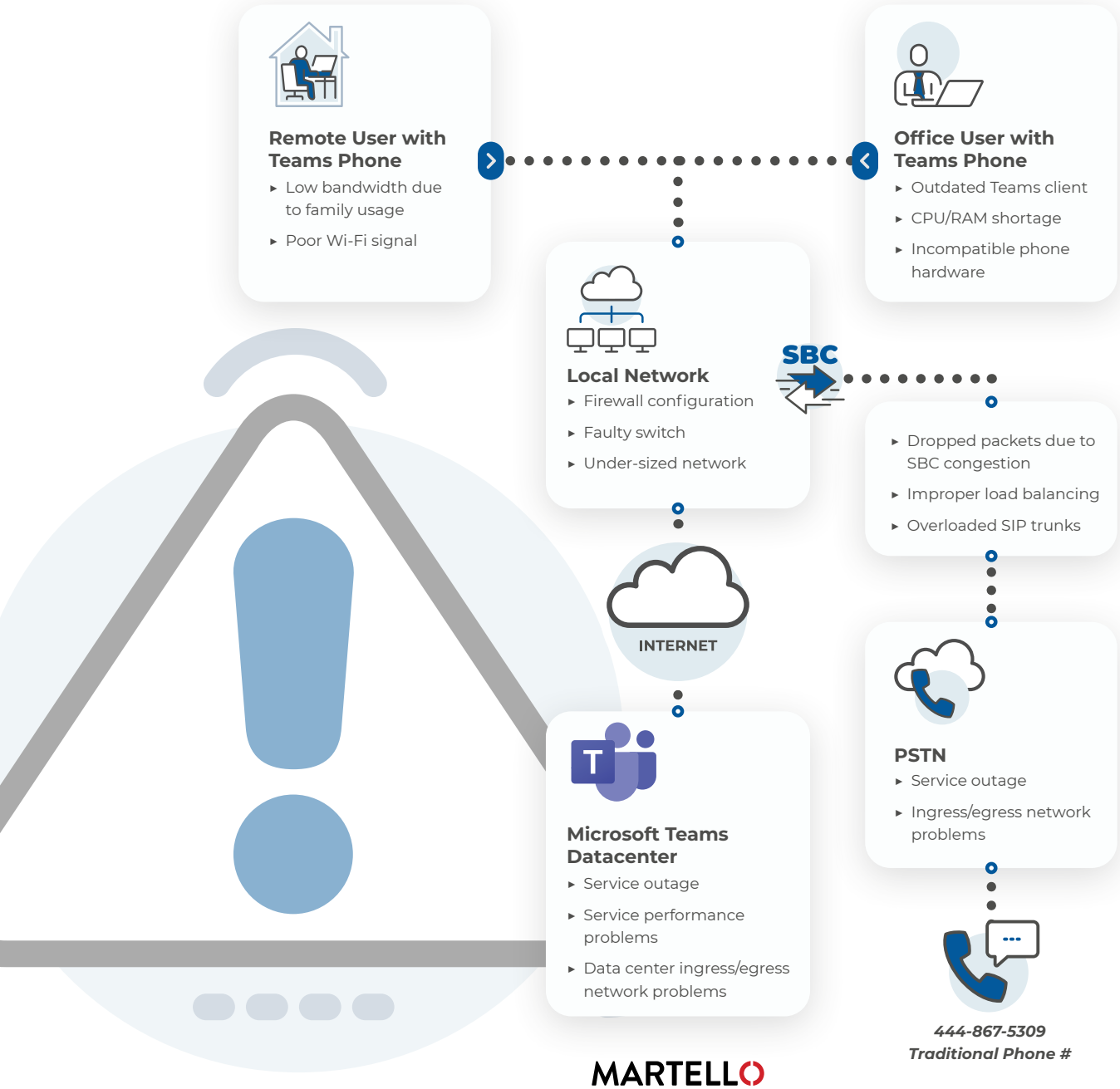
SERVICE LEVELS

Users are accustomed to the extremely high reliability and visibility provided by classic PBX/PSTN systems. Migrating to Teams Phone removes some of that visibility into traffic at the SBC and across the PSTN, and provides no way of proactively monitoring the availability of Teams Phone, and its performance right across the PSTN. All of this makes it harder to uphold a strong service-level agreement (SLA) for Teams as a whole. Microsoft offers a 99.999% SLA for Teams Phone reliability, but it pertains only to the parts of the environment that Microsoft controls — which doesn't include endpoints, the local network, or, the SBC or PSTN in the case of Direct Routing.

COST CONTAINMENT AND ROI

Teams Phone licenses are enormously hard to track and manage, and unused licenses are a lost investment. Yet the fact is, while users often clamor for new services such as Teams Phone, not all of them will use it actively. Since many organizations size their SIP trunks based on the numbers of licenses they have, wrong user estimates could lead to overspending not only on licenses but also on networking.

Many Sources of Call Degradation & Outages



THE SOLUTION

PROACTIVELY DELIVER A PEAK USER EXPERIENCE

Enterprises and Managed Service Providers (MSPs) can take full end-to-end control of Teams Phone using Martello Vantage DX and proactively monitor performance from the user across the PSTN. And this management capability also extends to oversight of the entire Teams environment, including Teams Meetings and Teams Meeting Rooms.

A single view of the entire Teams environment

Vantage DX brings the full Teams environment into view from end to end within a single console, including Teams Phone. You can see all networking elements, end-user and Teams Rooms devices, all the way to the Microsoft data center. This provides invaluable context to help troubleshoot problems faster than looking only at Teams Phone or the Teams collaboration experience in isolation.

- Get 24/7 alerting and monitoring for Teams Phone, Teams Rooms and classic Teams collaboration.
- Proactively monitor performance with Teams Phone synthetic testing to identify problems before they impact users. Simplify troubleshooting when problems are found with data from the Call Quality Dashboard and rich visibility of the SBC.

Proactively Identify Issues

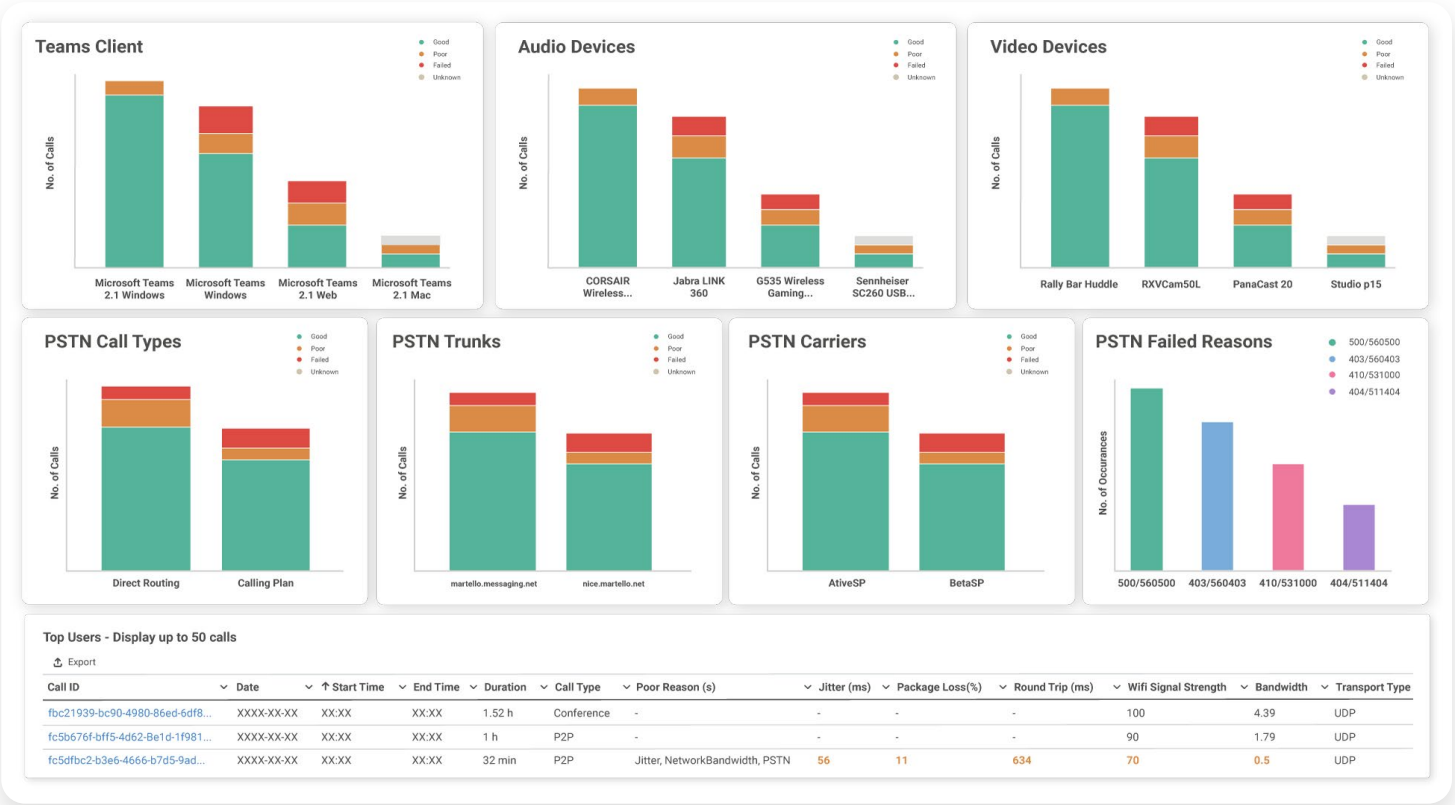
Proactive monitoring and alerting for Teams phone, lets you identify problems before they impact users. Every 10 minutes Vantage DX makes a test call to a PSTN phone number to ensure it connects, and also that the call quality is acceptable. Vantage DX is the first Teams experience management solution to deliver proactive monitoring from users out to phone numbers on the PSTN.

Fast issue resolution

Combining end-to-end visibility via Microsoft's call quality data, and rich SBC visibility, Vantage DX lets you understand what is happening from the user all the way to the number being called on the PSTN. Vantage DX makes it easy to determine root causes for issues throughout the Teams environment.

Vantage DX receives rich data from your SBCs including:

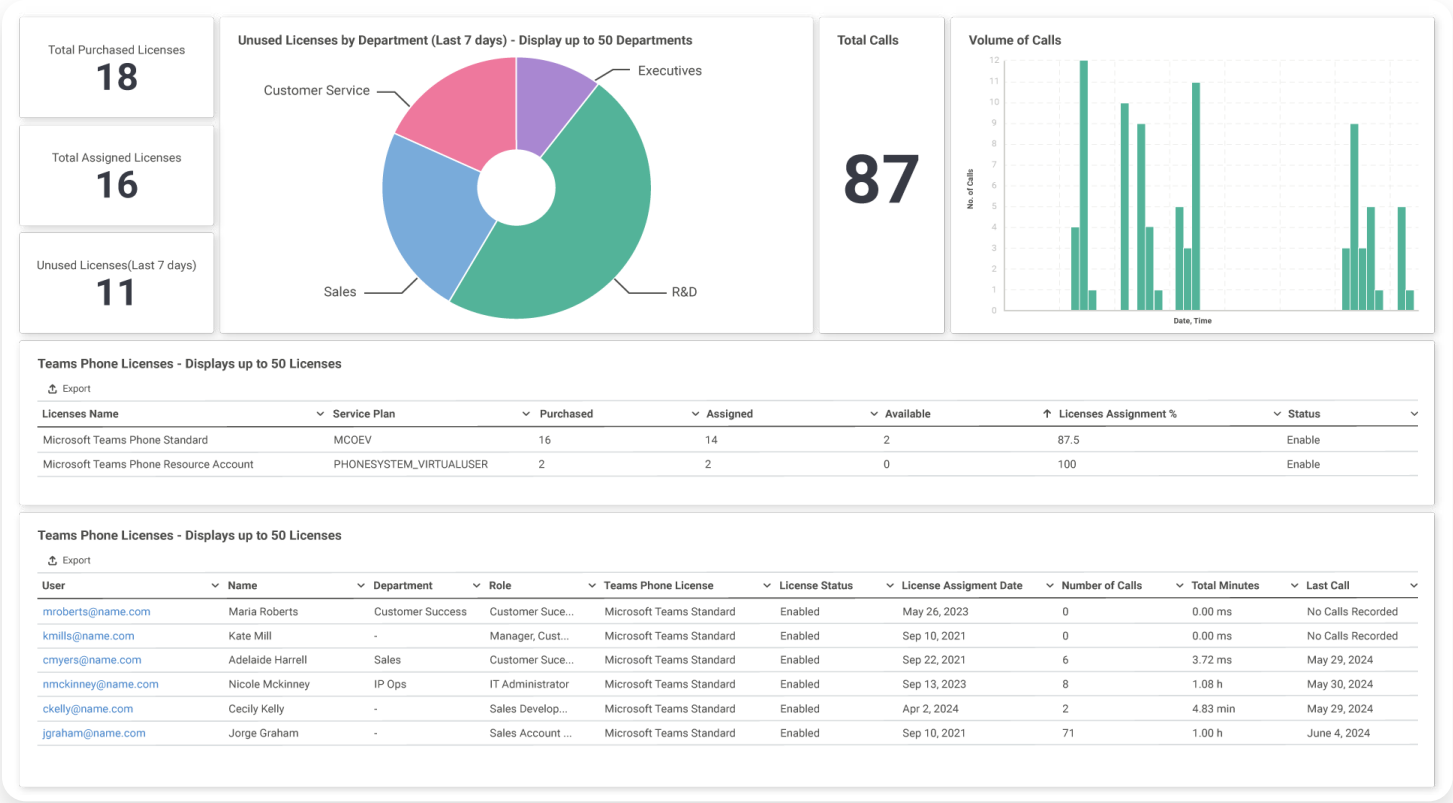
- Source and destination.
- SIP trunk & PSTN connectivity.
- Call quality insights.
- IP addresses of any other devices between SBCs.
- SBC performance to identify if packets are dropping because of congestion.
- SIP trunk performance including error codes.



Licensing control

Vantage DX keeps in view every individual Teams Phone license so you can ensure they are actually being used and that the SIP connectivity you've deployed is suited to your true usage needs.

- Dashboard-style visualizations make it easy to see at a glance overall Teams license utilization and drill down into specific details where needed.



BENEFITS

GET MAXIMUM BENEFIT FROM YOUR TEAMS PHONE DEPLOYMENT

Whatever your reasons for migrating to Microsoft Teams Phone, you want to be sure you're getting the most out of your in- vestment. Martello's Vantage DX is de- signed exclusively and specifically for the Teams environment to help organizations man- age performance and the user experi- ence effectively — including Teams Phone.

Bring more under control with Vantage DX.

TEAMS PHONE BENEFITS

At a glance

- Proactively identify issues before they impact users.
- Resolve Teams Phone issues quickly, no matter where they occur.
- Manage Teams Phone licenses and SIP capacity to optimize your investments.
- See your full Teams environment in one view.
- Get round-the-clock monitoring and alerts for all your Teams features.

Martello Technologies

At Martello, we empower IT teams around the world with unique SaaS for Microsoft Teams and Microsoft 365. Our team of seasoned hi-tech veterans, creative problem solvers, ambitious new grads and an experienced board of directors all share the same mission: to deliver exceptional and productive digital user experiences in the modern workplace. Martello Technologies (TSXV: MTLO) is a public company headquartered in Ottawa, Canada with employees in Europe, North America, and the Asia Pacific region.

Book a meeting to find out what Vantage DX can do for you.

LET'S TALK!