

HELPING IT DELIVER MICROSOFT TEAMS ROOMS ROI

It's no news that hybrid and remote work are here to stay. Nearly a third of today's work arrangements involve a mix of in-office and away activities.¹

Organizations are investing heavily in tools to make these new models succeed. As proof, the number of deployed Microsoft Teams Rooms is now past one million—doubling in a single year.

Just one Teams Room can cost between \$2,000 and \$60,000 plus annual licensing fees. That's a significant commitment, and it's falling on IT departments to ensure an organizations' investments get results.

Since Teams Rooms can be distributed throughout a building, across a campus or over multiple sites, managing them effectively requires a centralized, real-time, proactive solution.

That's what Martello Vantage DX provides.

THE STORY IN BRIEF

- ▶ IT departments are expected to **deliver Teams Rooms results.**
- ▶ That means managing **equipment, experience and engagement.**
- ▶ Vantage DX provides the **synthetic testing, end-to-end visibility and utilization monitoring** IT teams need to assure their organizations of Teams Room ROI.

A SINGLE MICROSOFT TEAMS ROOM CAN COSTS

\$2,000 TO \$60,000

AND IT IS UNDER PRESSURE

TO MAKE SURE EACH ONE DELIVERS ROI

THE CHALLENGE

MINDING THE THREE 'ES': EQUIPMENT, EXPERIENCE AND ENGAGEMENT

Given organizations' investments in Teams Rooms, IT groups need to ensure equipment works as it should, users get the experience they need, and rooms are put to good use. Each of those responsibilities comes with its own set of challenges.

EQUIPMENT

Equipment can compromise Microsoft Teams performance if it's not kept up to date, so IT must also be vigilant about ensuring firmware and software don't fall behind. And not all conferencing equipment is compatible with Teams, so it's important to check that what's installed is officially interoperable—and to make sure no unsanctioned hardware gets added over time.

EXPERIENCE

The Teams Room experience extends from everyone participating onsite to all those joining remotely, wherever they may be. IT needs to be able to monitor and manage the full experience from end-to-end so meetings are valuable for everyone involved. Poor performance for remote users can hamper productivity; bad onsite experiences can prompt users to swap in their own devices, causing problems beyond IT control.

ENGAGEMENT

Teams Rooms generate ROI when people use them. If they're perceived to be too complicated or inconvenient, that may not happen. On the other hand, an overused Teams Room can wear out faster than expected and may indicate a need for more capacity. Without effective monitoring, IT has no way of knowing how effectively the organization's technology investment is actually being utilized.

THE SOLUTION

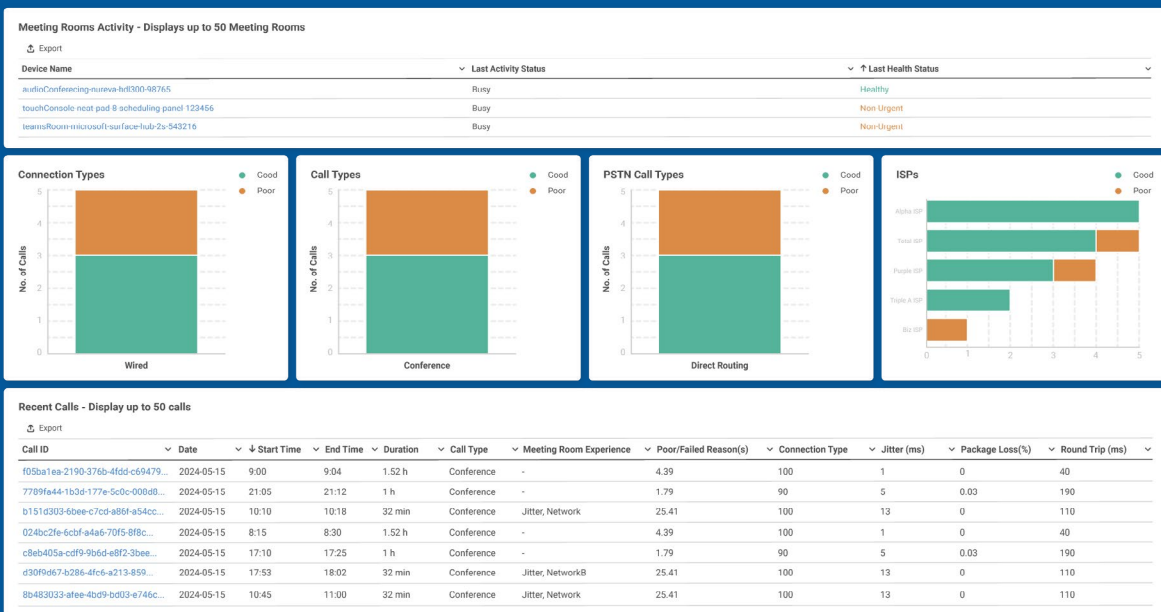
FROM REACTIVE GUESSWORK TO PROACTIVE MANAGEMENT

The Martello Vantage DX solution allows IT departments to ensure an excellent Teams Room experience by getting away from reactive troubleshooting so they can manage performance proactively.

EQUIPMENT STATUS CHECKS AND SYNTHETIC TESTING

Vantage DX brings every piece of Teams Room equipment into view. IT can check remotely to see if equipment is online, offline or in use, or if software updates are needed. That makes it easy to ensure everything is ready to go before the next meeting starts.

- ▶ Check status and health of cameras, speakers, microphones and displays in one intuitive dashboard.
- ▶ Monitor for sign-in failures, packet loss and other critical issues.
- ▶ Run automatic synthetic tests to confirm Teams Rooms are working properly before users ever arrive on the scene.



END-TO-END VISIBILITY WITH AUTOMATED DATA ACQUISITION AND CORRELATION

Vantage DX monitors the full Teams environment, including local and ISP networks, PSTN calls, and more, enabling better tracking of the Teams experience for all users—in-room and remote—and fast, centralized troubleshooting.

- ▶ See all Teams Rooms across the organization, sortable by geographic/physical location, configuration or other parameters.
- ▶ Within 15 minutes of every meeting, access full call data to evaluate performance.

UTILIZATION TRACKING

Vantage DX monitors room usage according to custom metrics set by the organization (hours of use per a defined period).

- ▶ If rooms are under-used, IT can inform business leaders to prompt staff to use them or relocate Teams Room resources to sites with higher demand.
- ▶ If rooms are over-used, resources can be redistributed to relieve hot spots.

Meeting Rooms Activity - Displays up to 50 Meeting Rooms

Export

Meeting Room Name	No. of Calls	Poor + Failed Calls	Meeting Room Capacity	License	No. of Devices	No. of Offline Devices	No. of Healthy Devices	No. of Non-Urgent Devices	No. of Critical Devices
Ottawa Executive	12	3	8	Teams License Pro	3	3	3	2	2
Nice Meeting Room	4	1	3	Teams License Basic	3	3	2	2	1
Dallas Meeting Room	4	0	2	Teams License Basic	3	3	3	2	1
Paris Executive	2	0	4	Teams License Pro	3	3	2	0	1
Buffalo Meeting Room	1	0	10	Teams License Basic	3	3	2	1	0
Ottawa Huddle Room	0	0	8	Teams License Pro	1	0	0	1	0
Ottawa Executive Briefing Center	8	2	8	Teams License Pro	3	3	3	2	2
London Sales & Marketing Room	4	1	3	Teams License Basic	3	2	2	1	0
London Customer Meeting Room	10	1	6	Teams License Basic	3	3	3	2	1
Belgium R&D Conference Room	12	3	5	Teams License Pro	3	1	2	0	1
Belgium Customer Center	5	0	10	Teams License Basic	3	3	1	1	1

“Vantage DX has made it significantly easier for us to monitor all of our Teams Rooms. Instead of having to use five different tools to monitor different aspects of the rooms, we now have a ‘single pane of glass’ to monitor them.”

A large Fortune 500 American insurance company.

BENEFITS

MANAGE TEAMS ROOMS ANYWHERE, ON ANY SCALE

IT departments are under pressure to deliver on organizational investments in Teams Rooms. Vantage DX from Martello helps them do that proactively on any scale by ensuring equipment performance, call quality, an exceptional user experience and overall utilization of Teams Rooms.

Vantage DX makes it possible to sustain a good-call rate of 97% or higher so organizations get maximum productivity and satisfaction from Teams.

TEAMS ROOMS BENEFITS

At a glance

- ▶ See health and status of all equipment.
- ▶ Keep all software and firmware up to date.
- ▶ Confirm rooms are working with automated synthetic testing.
- ▶ Maintain end-to-end visibility of entire Teams IT environment.
- ▶ Monitor room utilization.

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.

BOOK A CALL TODAY!