

MAKE YOUR MICROSOFT TEAMS MIGRATION A SUCCESS

Organizations have many reasons for moving to Microsoft Teams.

Some do it to consolidate their productivity and collaboration tools, bringing everything they need into a single environment. Others are drawn to Microsoft's attractive licensing model. And increasingly, many are looking to take advantage of the new AI capabilities offered by Microsoft Copilot.

Whatever the case, migrating to Teams demands careful planning and good process. Otherwise, you risk delays, unexpected technical issues, poor post-rollout performance and low user uptake.

Vantage DX helps ensure migrations stay on time and on budget, identifying issues during migration so IT can address them and protect the organization's investment over the long term .

THE STORY IN BRIEF

- ▶ Migration issues can **delay Teams rollouts** and interfere with user uptake.
- ▶ Organizations need tools to identify problems **before users come online** and for **troubleshooting**.
- ▶ Accurate, end-to-end correlated data and synthetic testing help keep migration **on schedule and within budget**.

Deployment delays and technical problems all undermine the whopping

\$33 BILLION A YEAR

organizations spend on collaboration software like Microsoft Teams.¹

¹ **News analysis.** "IDC: Collaboration software spending growth slows; AI features to drive future increases." Computerworld. September 12, 2023.

THE CHALLENGE

THERE'S TOO MUCH RIDING ON YOUR TEAMS MIGRATION FOR IT NOT TO GO RIGHT

In today's hybrid work world, organizations depend on Microsoft Teams for anywhere, anytime productivity and collaboration — and have a lot invested in it. You can't afford for your Teams deployment to falter, fail or be under-used. But that's exactly what can happen due to a few key issues.

UNEXPECTED TECHNICAL PROBLEMS

Software migrations notoriously overrun their planned schedules, often because unexpected challenges arise that are time-consuming and costly to fix, causing delays and ballooning budgets. Ideally, issues like these would be caught and dealt with before they interfere with migration.

INADEQUATE INFRASTRUCTURE

Because Teams has video in addition to voice, it is bandwidth-intensive and less resilient to network issues than basic data. Those issues can occur anywhere — from the user endpoint to the Microsoft data center — with the majority originating in the local network. Ensuring adequate network infrastructure before rollout is critical.

USER FRUSTRATION

In software migrations, users often resist adoption when they are more comfortable with their previous solution — especially if the new solution doesn't perform as well as what they're used to. This makes it critical to provide the best possible experience right out of the gate.

THE SOLUTION

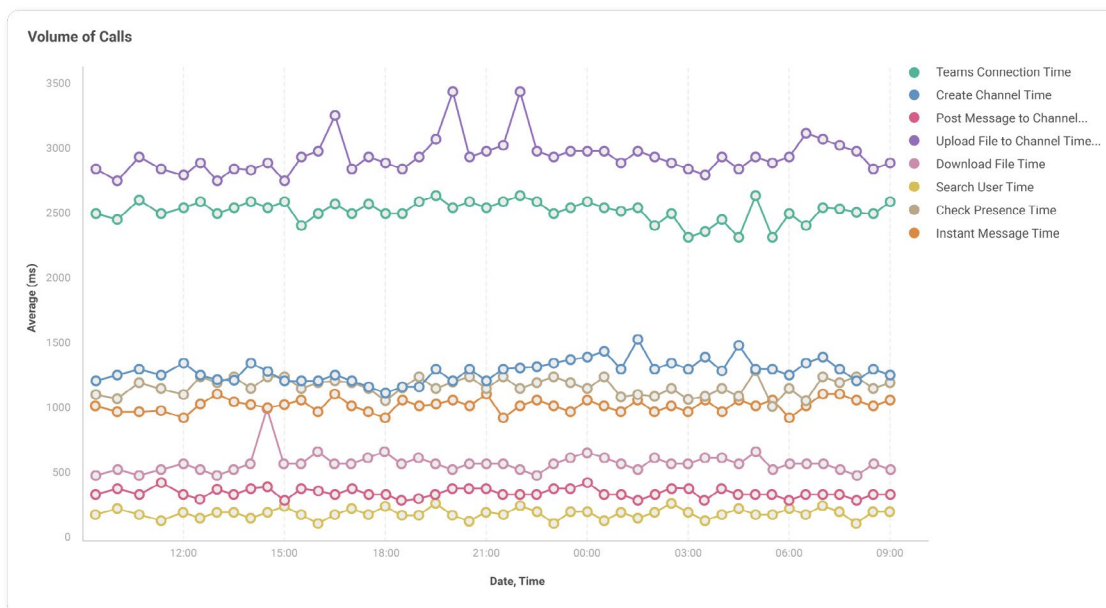
SMOOTHING THE WAY AT EVERY STAGE OF MIGRATION

Martello Vantage DX supports a seamless Microsoft Teams migration by providing advanced synthetic testing capabilities and end-to-end visibility of the entire Teams IT ecosystem, augmenting native Microsoft tools each step of the way.

Planning and Testing

With Vantage DX, you can run rigorous, end-to-end synthetic tests that simulate real user behavior to identify and resolve issues quickly and early in the process. Preventing unexpected challenges from arising later on helps keep deployment on time and on budget.

- ▶ Conduct synthetic tests even before pilots begin to weed out issues without affecting real users.
- ▶ See in a single dashboard where tests have failed and why, including problems like dropped streams and poor WiFi.
- ▶ Identify and resolve issues caused by inadequate infrastructure before live users get involved.



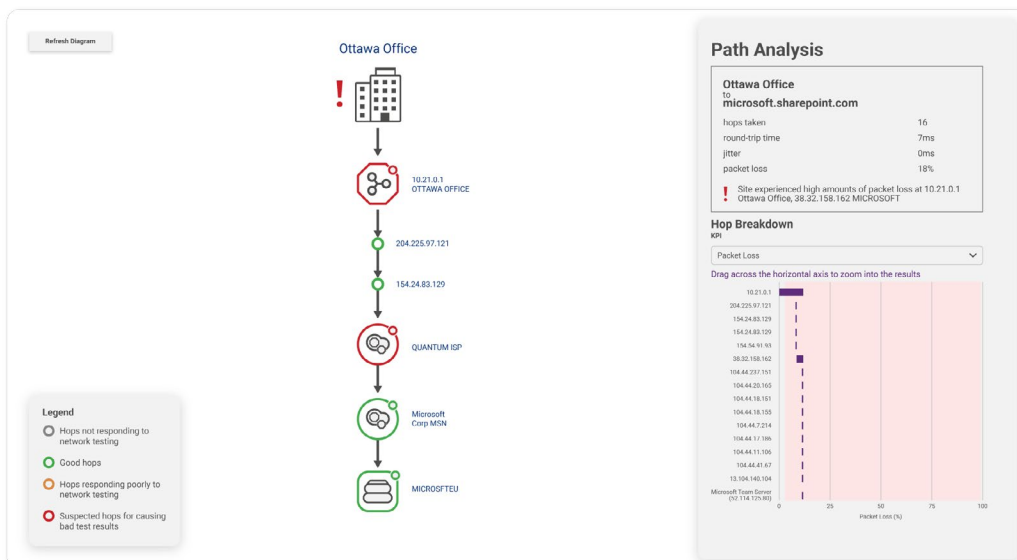
Implementation

As soon as you begin implementing Microsoft Teams, Vantage DX can start quickly identifying the root causes of issues, keeping pace as you scale up and add more users and offices to realize returns on your organization's investment from day one.

In-depth analytics and automated data correlation, monitor Teams performance closely and give you drill-down dashboards to troubleshoot issues or prevent them in the first place.



Vantage DX traces the network path, hop-by-hop, from the user to the Microsoft data center, letting you quickly identify network problems, and who owns them.



Production

By making implementation smoother and delivering a frictionless user experience, Vantage DX fosters uptake of Microsoft Teams so you can maximize your Teams ROI. And when it is being underutilized lets you put corrective action in place, such as additional user training.

- ▶ Facilitate broad acceptance of Teams by onboarding users knowing your infrastructure and devices are ready to go.
- ▶ Monitor and nurture Teams usage over time with Vantage DX to see where, when and how employees are actually using it.

Total Purchased Licenses
18

Total Assigned Licenses
16

Unused Licenses (Last 7 days)
11

Unused Licenses by Department (Last 7 days) - Display up to 50 Departments

Total Calls
87

Volume of Calls

Teams Phone Licenses - Displays up to 50 Licenses

Export

Licenses Name	Service Plan	Purchased	Assigned	Available	Licenses Assignment %	Status
Microsoft Teams Phone Standard	MCOEV	16	14	2	87.5	Enable
Microsoft Teams Phone Resource Account	PHONESYSTEM_VIRTUALUSER	2	2	0	100	Enable

Teams Phone Licenses - Displays up to 50 Licenses

Export

User	Name	Department	Role	Teams Phone License	License Status	License Assignment Date	Number of Calls	Total Minutes	Last Call
mroberts@name.com	Maria Roberts	Customer Success	Customer Suce...	Microsoft Teams Standard	Enabled	May 26, 2023	0	0.00 ms	No Calls Recorded
kmills@name.com	Kate Mill	-	Manager, Cust...	Microsoft Teams Standard	Enabled	Sep 10, 2021	0	0.00 ms	No Calls Recorded
cmyers@name.com	Adelaide Harrell	Sales	Customer Suce...	Microsoft Teams Standard	Enabled	Sep 22, 2021	6	3.72 ms	May 29, 2024
nmckinney@name.com	Nicole McKinney	IP Ops	IT Administrator	Microsoft Teams Standard	Enabled	Sep 13, 2023	8	1.08 h	May 30, 2024
ckelly@name.com	Cecily Kelly	-	Sales Develop...	Microsoft Teams Standard	Enabled	Apr 2, 2024	2	4.83 min	May 29, 2024
jgraham@name.com	Jorge Graham	-	Sales Account ...	Microsoft Teams Standard	Enabled	Sep 10, 2021	71	1.00 h	June 4, 2024

BENEFITS

IT'S NEVER TOO EARLY TO DEPLOY VANTAGE DX

Smooth, successful Teams implementations are crucial. Vantage DX ensures they go as planned and deliver the collaboration performance and experience users want and expect. After implementation, Vantage DX provides end-to-end monitoring and proactive management of Teams performance and the user experience, including the introduction of new capabilities over time.

Don't wait until after migration to deploy Vantage DX: use it to make migration succeed so you're getting the most out of Microsoft Teams from the start.

TEAMS MIGRATION

At a glance

- ▶ Test Microsoft Teams before rolling out to users
- ▶ Identify and resolve infrastructure issues quickly — and early
- ▶ Keep implementation on time and on budget
- ▶ Deliver an experience that promotes user uptake

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!