
10

**MICROSOFT TEAMS
PERFORMANCE**

Use Cases for IT Admins

INTRODUCTION

At Martello, we have been working for over ten years with Enterprise IT to help deliver exceptional Microsoft 365 and Microsoft Teams user experiences – anytime, anywhere.

The breadth of our experience with Microsoft has enabled us to cover a wide range of use cases and we see today that dependence on Microsoft 365 and Teams has never been more critical. The modern workplace now sees users connecting from the office, home and pretty much any place in between. This hybrid work model has a significant impact on IT, the network and the overall service quality perceived by the users.

This ‘feedback from the field’ eBook covers the top ten use cases where we have helped customers improve their cloud service quality. What we have consistently seen is how companies like yours have been able to take advantage of Martello Vantage DX – our award-winning all-in-one solution that gives IT teams complete end-to-end visibility of the Microsoft 365 and Teams user experience to rapidly detect and resolve problems before users are impacted.

Read on to see how companies like yours have used Martello Vantage DX to prioritize and resolve performance problems and optimize the Microsoft Teams and Microsoft 365 user experience.

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ENSURE MICROSOFT TEAMS PSTN AVAILABILITY AND QUALITY FOR YOUR END-USERS

INDUSTRY: Healthcare Insurance Provider

LOCATION: Canada

USERS: 36,000, 15 main locations, heavy users of PSTN calls for customer support, moved to Microsoft Teams during the pandemic



SITUATION

The original 'black phones' are not gone yet. A short visit to this major healthcare provider in Canada remind us of that. They relied heavily on them to communicate with health plan customers and there is no alternative solution than can still use the PSTN system.

When the pandemic hit, this customer had to quickly move to Microsoft Teams to stay connected and so they decided to link with the PSTN service. While it was a positive move to consolidate their Unified Communication (UC) features and services, it was also a challenge for IT who needed to ensure this service for end users.

This challenge is compounded as delivering UC typically involves multiple IT teams, making it difficult for them to coordinate and proactively support their business lines.



SOLUTION

Martello Vantage DX enables proactive support for all Microsoft Teams voice calls, whether they use cloud or PSTN infrastructure.

By integrating Direct Routing, Calling Plan and Operator Connect Voice call data and alerts directly into our monitoring and analytics capabilities, Martello provides end to end visibility of the entire chain of service needed to deliver quality calls to the business lines.

Martello groups the PSTN calls and issues by symptom, location, PSTN trunk and carrier and or even connectivity type to provide a comprehensive understanding of the voice quality environment.

Martello enables IT to be alerted of issues or a group of issues for critical groups of users or locations.

Martello then correlates PSTN user call issues and alerts IT within the existing infrastructure monitoring tools to bring into a single pane of glass your SBC monitoring, users issue monitoring or any part of the network that is relevant for the service to be delivered to your business lines.

Martello synchronizes these alerts and data into meaningful service incidents for your ITSM team to fully qualify every problem in addition to giving them the resources to prioritize and assign them quickly.

You also have the ability to automatically report on service quality achievements to your business lines and IT management.

Vantage DX gives IT teams control when it comes to cloud and PSTN voice service quality – without needing to deploy anything in within the environment.



RESULTS

- ▶ Proactively support your users without asking them to open IT tickets
- ▶ Ensure VIP satisfaction with Microsoft Teams cloud and PSTN voice quality services
- ▶ All the data you need to troubleshoot Microsoft Teams PSTN issues in a single pane of glass
- ▶ Ready in minutes, no agent to deploy so you can start to monitor your PSTN calls today

ENSURE MICROSOFT TEAMS AND OVERALL MICROSOFT 365 PERFORMANCE WHEN PEOPLE ARE RETURNING TO THE WORKPLACE

INDUSTRY: Manufacturing

LOCATION: EMEA

USERS: 49,000 half EMEA, half APAC

DETAILS: Microsoft Skype deployment in 2015 then Teams in 2019 during the pandemic. Full return to the office in June 2020



SITUATION

As this large manufacturing business contemplated their employees returning to the workplace, IT was tasked with making sure that they were ready. They needed to ensure their corporate network could handle the load of the new habits that employees had taken on while being forced to work from home. Having deployed Microsoft Teams at the beginning of the pandemic, this manufacturing customer went through a difficult return to work process the summer of 2021.

Video calls and large Microsoft Teams meetings are here to stay, even after the return to the workplace and are now critical for most employees. However, without a proper end-to-end monitoring tool for Microsoft Teams, every department involved in service delivery was flying blind when it came to understanding and troubleshooting user experience issues. Martello Vantage DX was here to help this customer face this return-to-work challenge!



SOLUTION

Thanks to Martello Vantage DX's Robot users that test Microsoft Teams and the other Microsoft 365 workloads continuously you can **monitor your performance** baseline while people are returning to the workplace. With real time performance data, you see how the growth of on-site usage is affecting the user experience and your network performance.



RESULTS

- ▶ Track your network performance and service quality while people return to work
- ▶ Prioritize and quickly resolve your Microsoft 365 service delivery issues
- ▶ Avoid finger-pointing as every team involved shares the same data
- ▶ Ensure the service quality of business lines while people return to the office

ENSURE MICROSOFT TEAMS VOICE QUALITY FOR YOUR COMPANY'S VIPS

INDUSTRY: Banking - EMEA

USERS: 140,000 in 53 countries

DETAILS: Microsoft Teams deployed in 2020



SITUATION

Every VIP is demanding, and this is particularly true in the high-stress banking industry. Like most other users though, VIPs do not open a ticket when they experience Microsoft Teams service degradation.

This customer came to us in 2020 after recently deploying Microsoft Teams. In the first 6 months, their employees were working from home then slowly some VIPs started to work part-time from the office. The IT team wanted to be ahead of issues that would impact these VIPs, and that is why they decided to deploy Martello Vantage DX.

For your VIP working remotely, Martello also collects and analyzes the Teams call quality data of your users and allows you to group your VIPs together to receive specific alerts when they experience voice degradation issues – whether they are at the office, their home or on the road.

Martello's ITSM integration enables your ITSM tools and teams to receive automatic service incidents for your VIP to quickly qualify and prioritize their services to speed up service remediation.

With Vantage DX you can even define specific **SLAs/OLAs for your VIP's** user group and justify the service quality delivered.



SOLUTION

Whether your VIP works from an office or from home, **Martello Vantage DX** has you covered.

At the office, you can easily set up specific 24/7 tests of the service quality delivered to their building, floor or even offices. This will prevent service interruptions to where it is most needed and will also show you exactly where the issue is and if any kind of latency is detected.

Our powerful correlation engine allows you to understand how your existing network and infrastructure can be the root cause of potential issues that are detected.



RESULTS

- ▶ No IT tickets required from VIPs
- ▶ Obtain all the data you need to troubleshoot VIP issues in a single pane of glass
- ▶ Ensure VIP satisfaction with voice quality services
- ▶ Ensure and justify Microsoft Teams service quality to VIPs

TRACK ISP SERVICE QUALITY ISSUES IMPACTING YOUR MICROSOFT 365 AND MICROSOFT TEAMS PERFORMANCE

INDUSTRY: Insurance - Canada

USERS: 52,000 in 5 countries

DETAILS: Microsoft 365 workloads deployed since 2017



SITUATION

With the increase of cloud application usage and hybrid workers - both in the office and remote - Internet Service Providers (ISPs) were starting to become critical for this customer when it came to delivering reliable Microsoft 365 and Microsoft Teams services. Therefore, the ability to determine whether Microsoft Teams or Microsoft 365 performance issues were related to their ISP's services was key to streamlining support efforts and ensuring end user satisfaction.



SOLUTION

Martello Vantage DX provides comprehensive monitoring of ISP performance – whether they deliver the service for your critical locations or for your remote users.

In each critical location Vantage DX is continuously testing the route to Microsoft's Global Network to determine if unexpected latency is coming from your ISP.

If an issue is detected, you can quickly assess its impact on your Microsoft 365 and Teams service quality thanks to our 24/7 proactive monitoring.

With this data, it will be easy to contact your ISP to explain your problem.

For remote users, Vantage DX groups **Microsoft Call Quality Data** by user and ISP to provide a clear view of the overall performance of Microsoft Teams voice services for each provider.



RESULTS

- ▶ Correlate ISP network tests with alerts for voice quality degradation
- ▶ Define and manage an ISP's voice quality SLA
- ▶ Get actionable data to negotiate with the ISPs
- ▶ Determine an ISP's impact on overall Microsoft Teams service quality for your business lines

ENSURE RELIABLE MICROSOFT 365 CO-AUTHORING FOR YOUR BUSINESS LINES TO COLLABORATE EFFICIENTLY

INDUSTRY: Insurance - Canada

USERS: 52,000 in 5 countries

DETAILS: Microsoft 365 workloads deployed since 2017



SITUATION

Microsoft 365 collaboration features are heavily used by every subsidiary of this giant healthcare provider in the US. For example, working on shared documents that are stored on OneDrive or SharePoint and are accessed through the Microsoft Teams channel has become increasingly common for this 52,000-employee company. This has allowed this organization's finance department to manage quarterly financial reports across their 49 subsidiaries - sharing one single financial spreadsheet rather than consolidating 49 versions of the same file. However, from an IT perspective, this collaboration feature in Microsoft 365 was very complex and challenging to maintain. This is primarily because it relies so heavily on multiple workloads of Microsoft 365 and meant that ensuring the company's users could collaborate at every moment of the day was a headache - until they contacted Martello.



SOLUTION

Microsoft 365 only ensures the service inside its Microsoft Global Network. Therefore, IT is blind when it comes to fully understanding whether critical global locations can really work together on key business documents. **Martello Vantage DX** is here to help you with that.

Ensure Co-Authoring Performance in Real Time

Martello Vantage DX continuously tests every Microsoft 365 workload involved in their collaborative features and from every critical location, to assess the availability and performance of the services - in real time.

Martello's synthetic transactions replicate a user's actions on **OneDrive** and **SharePoint** but also directly on **Microsoft Teams** channels - this includes posting on a channel, uploading or downloading a document from the channel, chatting with users, etc.

All these tests are combined with your existing monitoring data - relative to your infrastructure and network - to detect, in real time, if anything in your infrastructure is preventing active collaboration between business lines.

Martello Vantage DX also provides automatic performance reports that pinpoint the root cause of service degradation allowing you to justify improvements to the collaboration services provided to your business lines.



RESULTS

- ▶ Ensure collaboration capabilities for your business lines
- ▶ Determine root cause of Microsoft 365 co-authoring problems
- ▶ Quickly qualify and prioritize collaboration service issues
- ▶ Justify the performance of Microsoft 365 collaboration capabilities for your business lines

JUSTIFY YOUR MICROSOFT 365 AND TEAMS PERFORMANCE TO YOUR BUSINESS LINES WITH AUTOMATIC SLA AND OLA SERVICE REPORTS

INDUSTRY: Pharmaceutical

LOCATION: USA

USERS: 24,000 in 9 countries and 29 states

DETAILS: Microsoft 365 full suite deployed in 2016. Management needed visibility of business lines service quality



SITUATION

Whether it is for budgetary reasons, overall IT project management or to meet contractual obligations, internal IT often needs to report on Microsoft 365 service availability and performance. That was the case for this pharmaceutical company's IT team which has offices in the USA, Canada and Mexico. After months of deployment - not always without issues - the company's management asked for monthly performance reports along with user satisfaction questionnaires. The questionnaire was easily handled, however, the available data from Microsoft was of limited benefit when it came to delivering Objective Level Agreements (OLAs) and performance management.

Martello Vantage DX bridges that gap automatically, and that is why this company has since been a loyal customer.

Vantage DX offers complete visibility into everything that is affecting Microsoft 365 service quality by testing and measuring Microsoft **Exchange**, **SharePoint**, **OneDrive**, and of course **Teams** service quality 24/7 from any location and correlating this data with our network path analysis and your existing network and infrastructure monitoring data. You can then create custom service performance reports that encompass every key component of the service delivery.

Furthermore, thanks to our **Microsoft Teams call quality data**, you can create specific SLA for voice quality delivered to any of your users - whether they work at the office or from home.

SLA, OLA, and performance reports are automatically provided, pinpointing the root cause of breaches whether the source is at the user, network, infrastructure, ISP or at the Microsoft level.

They can be securely shared internally or externally to justify and understand the overall performance of the services provided to your business lines or customers.



SOLUTION

Martello Vantage DX has been designed to constantly measure the availability and performance of Microsoft 365 services and the voice quality of Microsoft Teams from anywhere with its synthetic transaction capabilities.

This means you can easily define OLA's focus on user experience that you can share with your business lines.



RESULTS

- ▶ Define custom performance reports (SLA/OLA)
- ▶ Automatically identify the root cause of an SLA breach
- ▶ Report on Microsoft 365 end to end performance levels
- ▶ Easily share with relevant stakeholders

MONITOR AND REPORT ON MICROSOFT 365 END-TO-END SERVICE PERFORMANCE

INDUSTRY: Law Firm

LOCATION: USA - 1500 users in 15 States

DETAILS: Highly depend on Microsoft 365, especially OneDrive.



SITUATION

Though rare, Microsoft outages can impact the productivity of the entire organization. For IT teams, staying one step ahead of an outage has never been more critical.

This is especially true when your entire document management depends on OneDrive. Yes, the paper versions are stored for legal reasons but are often not easily available. Any non-anticipated Microsoft outage can have significant business implications.

When a global outage occurs, Microsoft sends out a Twitter notification – typically 45 minutes after the problem has started. However, business lines are impacted at minute one. To limit the impact of a Microsoft outage and quickly develop workarounds, the IT team at this law firm needed to know as soon as the problem occurred. They also needed details on the nature of the issue, where it was happening, its severity and which users were impacted in order to warn users and put a workaround in place to access critical documents.

After a request on Martello's website and a trial, they became a customer in early 2021 to ensure optimal management of Microsoft outages.



SOLUTION

Martello Vantage DX continuously tests every Microsoft 365 workload from every critical location to assess the availability and performance of the services in real time. In addition, our network path monitoring is able to assess if unexpected latencies are coming from the Microsoft Global Network.

As soon as an outage is detected, an alert is raised to the IT team, enabling them to determine if the outage is coming from Microsoft, from an ISP or from their own internal infrastructure.

This solution determines in seconds which workloads are impacted, where and who is experiencing the issues with enough data to clearly show who is ultimately responsible.

This allows IT to alert their business lines immediately and provide workarounds to limit the business impact of any outage.

Martello Vantage DX also provides **automatic SLA calculations** that can help provide evidence when discussing SLAs with Microsoft or any service provider.



RESULTS

- ▶ Immediately identify a Microsoft outage
- ▶ Measure Microsoft SLAs
- ▶ Quickly qualify the outage including who, what and where
- ▶ Limit the impact of an outage on business lines

CHECK AND MANAGE YOUR MICROSOFT OFFICE 365 SERVICE LEVEL AGREEMENT (SLA)

INDUSTRY: Managed Service Provider

LOCATION: APAC

USERS: 117 customers over 21 countries

DETAILS: Microsoft Cloud Service Provider



SITUATION

Microsoft guarantees the availability and sometimes the performance of Microsoft 365 and Teams through their Service Level Agreement (SLA) contract. But how many companies can really get data from Microsoft that shows the achievement of this service delivery? Getting SLA achievement data customer by customer from Microsoft is not simple for MSPs. Without any monitoring or analytics tool in place, it is almost impossible for MSPs to measure SLA performance.

When it came to discussing SLA achievement with Microsoft this MSP had very little data to prove its claim. They needed to collect information about the service delivered by Microsoft in the same way that Microsoft guarantees its service, and so this MSP came to Martello to use our Azure robot users.



SOLUTION

With **Martello Vantage DX**, you can continuously **test the Microsoft services**. Whether it is Teams, Exchange, SharePoint, OneDrive, or other business applications, Martello is performing the same actions that Microsoft is testing. For example, it runs calls 24/7 to determine the availability of the feature but also the call quality. IT can then access OneDrive and SharePoint to see if the service is available and if you can modify a document library or a file in a OneDrive folder. IT can access Exchange, even in OWA, and check if a user can send and receive email.



RESULTS

- ▶ Automatic calculation of Microsoft SLA from where Microsoft is calculating them
- ▶ Automatic reports highlighting root cause of SLA breaches
- ▶ Get all the data you need to discuss with Microsoft
- ▶ Understand the difference between the service quality provided by Microsoft and the one delivered to your end users

EMPOWER ITSM TO MANAGE MICROSOFT 365 SERVICE INCIDENTS

INDUSTRY: Retail

LOCATION: EMEA

USERS: 75,000 users in one country spread over 151 shops

DETAILS: Deployed Teams in 2019 before the pandemic. No official lockdown but every employee is still mainly working from home



SITUATION

When it comes to qualifying, prioritizing, and assigning Microsoft 365 and Microsoft Teams service incidents, the ITSM team is mostly left flying blind. A lack of data makes it difficult for them to know when issues arise, to understand them and to know which team needs to address them to quickly remediate service interruptions or degradation.

For this retailer, with so many locations across the country generating revenue, the network architecture is critical and very often at stake when it comes to service delivery. ITSM needs to know what is going on and understand how network issues can affect the delivery of critical applications. Unfortunately, before Martello, there was no way for the ITSM team to understand the service quality delivered to end users at all of these sites.

Thanks to Martello's true end-to-end service monitoring capabilities for Microsoft 365 and Microsoft Teams, Martello Vantage DX solves that problem. Empowering ITSM to deliver the best possible service management for one of the most mission-critical cloud applications any company invests in.



SOLUTION

Martello Vantage DX provides the data they need.

By continuously testing the Microsoft services as a user would from where the users are, Martello Vantage DX determines in **real time what feature has an issue**, what the severity of the issue is and which locations are impacted.

It then checks to see if the **root cause of service degradation** can be found en route to the Microsoft Global Network and then determine automatically where it is and who is responsible for it.

This data is then correlated with the **existing monitoring data** to precisely determine the root cause of the issue and to create a service incident that provides all the relevant alerts with the detailed information needed to qualify, prioritize and assign the service incident to the right team.

A recurring issue can also be identified thanks to **performance reports over-time** that highlight the root cause of the recurring problem for every team involved to be able to continuously improve the service delivered to the business lines.



RESULTS

- ▶ ITSM can now effectively qualify, prioritize, and assign a Microsoft service incident to the right team
- ▶ Service remediation is greatly improved, reducing mean time to repair and overhead costs
- ▶ Service delivery to the business lines is optimized

IDENTIFY WHEN YOUR MICROSOFT 365 APPLICATION SERVICE QUALITY IS UNDERPERFORMING

INDUSTRY: Financial Hedge Fund

LOCATION: EMEA and North America

USERS: 12 locations, all with executives relying heavily on Microsoft Teams for communication with clients - both cloud and PSTN

DETAILS: Deployed Teams during the pandemic in 2020. Intensive use of Teams meeting rooms for communication.



SITUATION

To detect and understand what abnormal service quality is you must first know how to recognize what regular performance looks like for users. The goal for most IT services is to define the best ratio between end-user satisfaction and cost. For that, baselining is key to identify and prioritize network spending and ensure an optimized experience for business lines. However, without a proper monitoring tool for Microsoft 365 and Microsoft Teams that it is difficult to do. Martello Vantage DX is here to help.

This hedge fund based in New York needed to ensure optimal 24/7 service quality at all of its sites, especially for Microsoft Teams and particularly for Teams meeting rooms. In order to detect a limited number of problems happening during off hours that could affect client pitch meetings coming up at 8am, the IT manager of the hedge fund contacted Martello to deploy our continuous service quality monitoring for all of their locations.



SOLUTION

Martello Vantage DX helps you measure, enforce and report on your service quality baseline.

To measure it, Martello tests the service delivered by every major workload to your business lines - 24/7 and from every critical location.

With this information, you know the level of 'normal' service quality delivered to your offices is, how it differs between locations in addition to how it fluctuates over time.



RESULTS

- ▶ ITSM can now effectively qualify, prioritize, and assign Microsoft service incidents to the right team
- ▶ Service remediation is greatly improved, reducing time to repair and overhead costs
- ▶ Services delivered to the business lines is optimized

CONCLUSION

As dependence on Microsoft Teams and Microsoft 365 grows, businesses continue to use these tools in an increasing range of use cases.

At Martello, our goal is to help companies like yours deliver exceptional Microsoft 365 and Teams user experiences – anytime, anywhere.

IT teams need the ability to collect, correlate and contextualize data in the customer environment. This ensures that businesses can prioritize the most critical issues impacting Microsoft Teams and Microsoft 365 performance, resolve them and then prevent them from occurring in the future.

**REQUEST YOUR CUSTOM DEMO TO SEE
HOW WE CAN HELP YOU IMPROVE YOUR
MICROSOFT TEAMS PERFORMANCE.**

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