



# Empowering IT to Deliver Microsoft 365 Maximum Service Quality

# Ensuring Cloud Service Quality for Over a Decade



- Specialized in Unified Communication & Collaboration cloud & hybrid services
- Gartner recognition and Gartner peer insight validations
- Microsoft Co-Sell prioritized partnership
- 1000+ customers with 10 million + users monitored



## **Best monitoring solution for Office 365 from an end-user perspective**

“Vendor is committed to provide monitoring solutions from an End-User perspective. This gives real insight how the service can be consumed by end-users which is invaluable for all SaaS offerings like Office 365.”

*Lead R&D System Management Services  
Finance Industry*



“Martello’s solutions have grown with us and helped us manage our hybrid cloud environment more effectively.”

**Willem Bouwman**  
*IT Specialist  
Leids University Medical Center*

# The Challenges of Managing Microsoft 365 Exchange Hybrid Service Quality

Service availability & performance for business lines is currently not provided by Microsoft



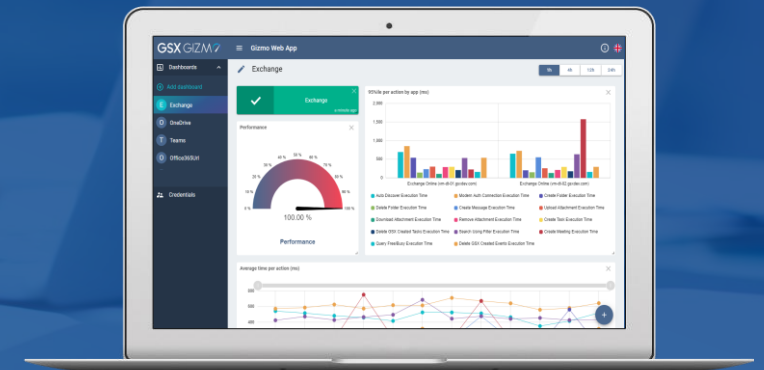
Detecting service issues before they affect business productivity is not possible



Microsoft 365 delivery relies on IT components sitting in between the user and the Microsoft data center



Troubleshooting Microsoft 365 service delivery issue is highly complex and time consuming



**MARTELLO GIZMO**

# Martello Gizmo

*Your Digital Experience Monitoring solution for Microsoft 365 hybrid deployment*

## 24/7 end-to-end Microsoft 365 service monitoring

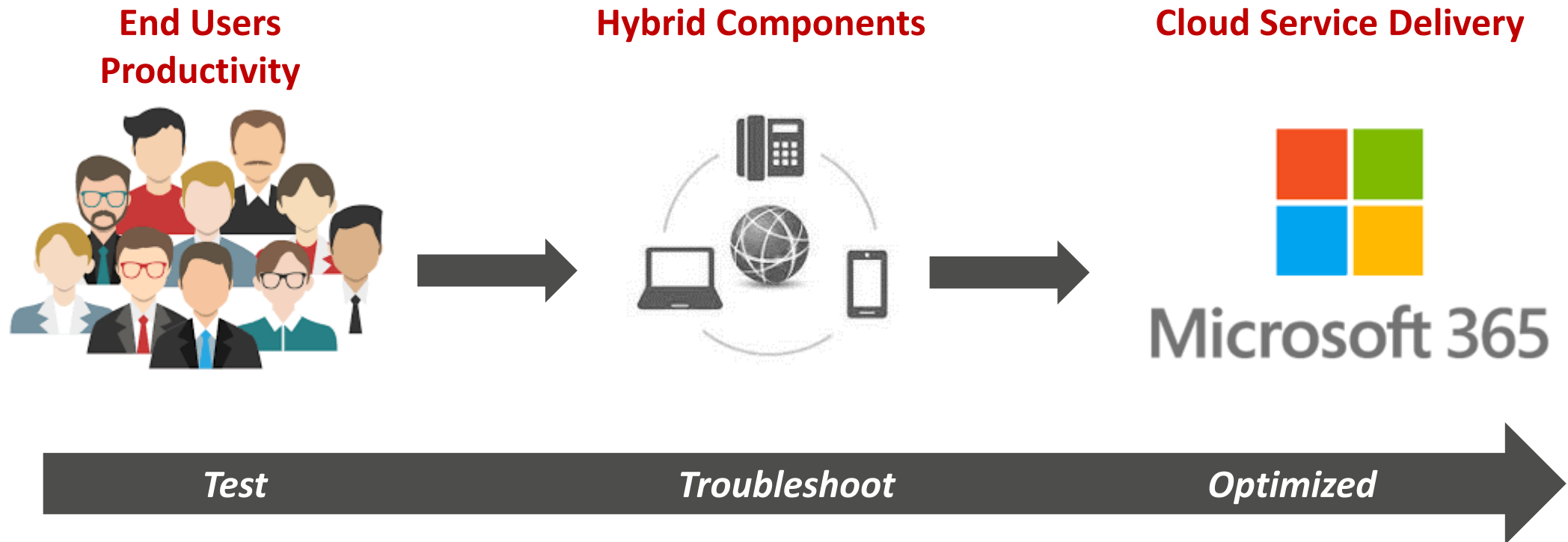
- Test Microsoft services exactly as a user from where they work
- Alert & analyze availability & performance issues
- Assess your route to the cloud performance

## Ensure Office 365 24/7 service quality

- Ensure End-Users experience satisfaction
- Prevent Service incident
- Reduce mean time to repair & overheads



# Martello Gizmo Ensures End-to-End Microsoft 365 Service Delivery



# Providing Value for Every Microsoft 365 Stakeholder



## Office 365 Program Manager and C-level IT

Reduce Microsoft 365 costs,  
measure ROI on  
Infrastructure &  
network spending



## Operational Team Deployment and Run

Prevent critical situations and  
management complaints and  
fix incidents faster



## End-Users

Improve service quality,  
satisfaction and  
adoption of Microsoft  
365



## Company

Ensure optimal  
productivity of the  
Business lines and IT



# Case Study: Martello Gizmo + iQ

## Chemical



120 000 users



MS Teams, Exchange  
& OneDrive

**Proxy implemented** to redirect and secure internet traffic

Half of the sites experience poor service quality, but the team could not quantify it or prove that the proxy was responsible. Business lines were extremely upset.



Real measure, site by site, of  
the end-user experience with &  
without proxy



Proxy's impact is quantified,  
decision is made to remove  
proxy from EMEA



Proxy connection was  
removed for 25% of their  
sites

# Martello Gizmo + iQ Case Study

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# Martello Gizmo Unique Selling Point

- Mirrors the end user environment who is using Microsoft 365 at their home
- Performs synthetic transactions through Microsoft 365 fat client (Exchange, Teams) across on premises and cloud services
- Proactive incident detection
- Providing data 24/7- preventing Business impact on service issues

## APM

- Embedded code in webpage that cannot work with Microsoft 365
- Cannot replicate fat client either

## RUM

- Data is tainted by the end-user device
- They cannot test the route to the cloud
- Data stop when users stop working

## Network Monitoring

- No end-user experience data
- Not dedicated to Microsoft 365 experience

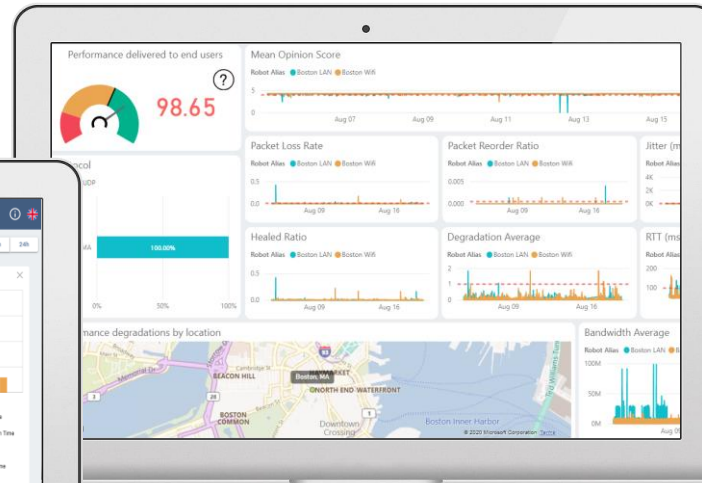
## Other Simulators

- Cannot use the Microsoft 365 clients
- Cannot replicate the end-user experience

# Martello Gizmo Screenshots

## MICROSOFT TEAMS CALL SERVICE QUALITY ANALYSIS

### REAL-TIME USER INTERFACE



### TOP LEVEL OFFICE 365 SERVICE QUALITY DASHBOARD





Thank You!