

## Martello iQ: Monitor Service Performance Across Hybrid Infrastructures



IT environments are getting more and more complex, and the majority of companies are moving towards a hybrid environment, where they have a blend of on-premises, private, and sometimes multiple cloud environments.

### What is Martello iQ?

Martello iQ is a service monitoring and analytics platform that brings together metrics and events from multiple tools to present a unified view of the infrastructure that supports critical business services for companies.



### Why customers use Martello iQ:

- Increased up time – and faster time to resolution of incidents.
- Become service oriented – by grouping your IT components into business services.
- Show IT value – by sharing relevant dashboards with the right stakeholders within your organization.

### Increase Customer Satisfaction

- Reduce downtime by pro-active monitoring
- Improve mean time to ticket resolution (MTTR) limiting duration of service outages.

**According to Gartner the average cost of downtime is \$300,000 per hour**

### Improve Efficiency & Effectiveness

- Visualize Business Impact of Alerts
- Achieve faster root cause analysis
- Streamline Alert to Incident Workflow

**31 hours per week are lost due to service interruptions, resulting in lost sales and productivity**

### Drive Continuous Improvement

- Reduce Operational Cost
- Promote transparency across the IT organization
- Share information to improve decision making

**IT organizations typically spend 70% or more of their budget running their existing business,**

"[We've] depended on Martello's solutions to deliver insight and reliability for our mission-critical IT infrastructure for close to ten years. [...] Most recently, we've again expanded our relationship with Martello to gain better control of our Office 365 service delivery." - Willem Bouwman, IT Specialist, Leiden University Medical Center.

# Martello iQ allows clients to monitor health and performance of critical services across Microsoft platforms

**Services Overview**

- Visualize service availability and pinpoint the source in a matter of seconds.
- Determine impact on end-users and applications.

**Explore Interactions**

- Create and explore dependency diagrams to quickly analyze and resolve complex issues.

**Apply Business Context**

- Streamline and tailor alerts and dashboards for each stakeholder within your organization

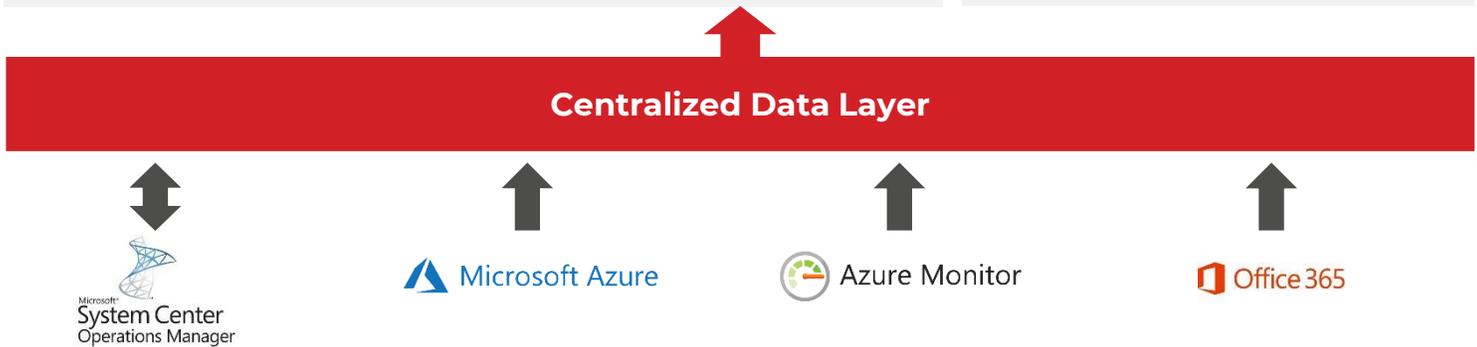
## Microsoft Hybrid-Cloud Pack for Martello iQ

### Our promise to you

Convert complex data into actionable information that makes sense for your business.

### An offer to get you started

- Achieve clarity and control over your Microsoft environments.
- As you start using more and more systems, reporting and alert management can become tedious.
- Integrate dataflows coming from SCOM, Office 365 and Azure with our Microsoft Hybrid Cloud bundle.
- Save time and money by focusing where it's most needed.



## Tangible Benefits / Desired Outcomes

- Create and customize business value dashboards and share them across the IT organization.
- Reduce number of tickets to the Helpdesk and improve MTTR.
- Prevent Incidents proactively by integrating all your monitoring tools.

## Why Martello?

**Martello is a global leader in IT operations analytics with offices in Ottawa, Montreal, Dallas, Paris and Amsterdam. Our mission is to provide organizations with Situational Awareness – the ability to gain insight in the health state of IT and Business Services. Many customers rely on Martello's ITOps Visualization solutions to prevent downtime, minimize operating costs and improve customer experience. For more information visit [www.martellotech.com](http://www.martellotech.com).**