

MARTELLO VANTAGE DX DELIVER EXCEPTIONAL DIGITAL EXPERIENCES

Prioritize and resolve performance problems and optimize the Microsoft 365 and Teams user experience.



10+ YEARS OF USER EXPERIENCE EXPERTISE

UNIFIED COMMUNICATION



CLOUD COLLABORATION



CUSTOMER LOYALTY

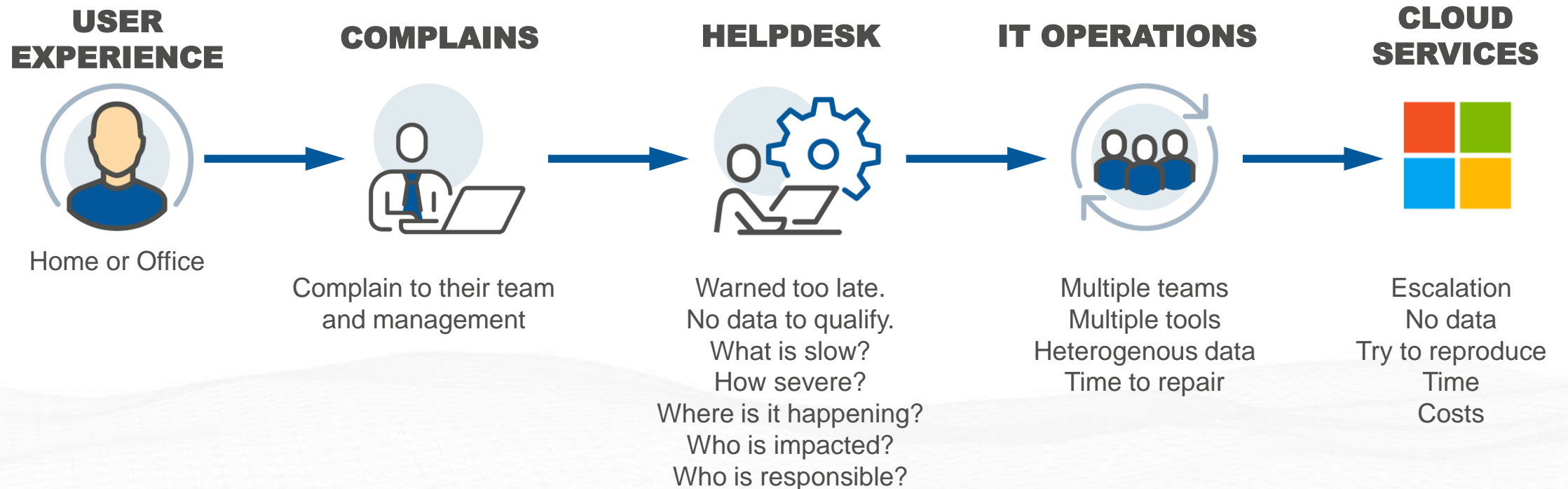


Customers rated Martello as 4.5 out of 5 stars on average. *Source Techvalidate*

**WITH YOU
AROUND
THE GLOBE**



MANAGING END-TO-END MICROSOFT 365 SERVICE DELIVERY IS DIFFICULT



More issues, more time to repair, more overhead, more business impact.

TYPICAL CUSTOMER CONCERNS



Microsoft

BUSINESS PRODUCTIVITY

- Business critical activities supported by Microsoft 365
- Cost of service issues
- Prevention



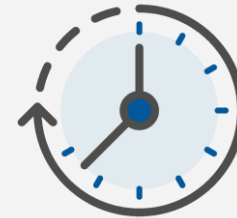
VOICE QUALITY ISSUES FOR YOUR VIPs

- Alert
- Qualify
- Troubleshoot



SLA / OLA

- Objectives
- Measure and Tracking
- Communication



24/7 SERVICES

- Updates / Patches
- Alerts
- Process



ITSM

- Tools
- Microsoft 365 integration
- Remediation process



MICROSOFT OUTAGES

- Detection
- Response
- Impact

And much more... *hybrid?* ISP monitoring? Meeting rooms? Mobile device Teams services, MSP, Network ROI, etc.

EMPOWERING IT AT EVERY STEP OF MICROSOFT 365 SERVICE DELIVERY

MARTELLO

VANTAGE DX



HELPDESK

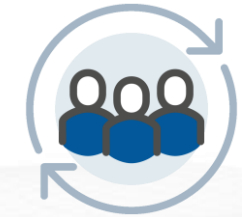


- Warned immediately
- Data to qualify:
 - Workload
 - Severity
 - Location
 - Users
 - Network
- Who is responsible?



Warn User / Business about ongoing investigation and fix

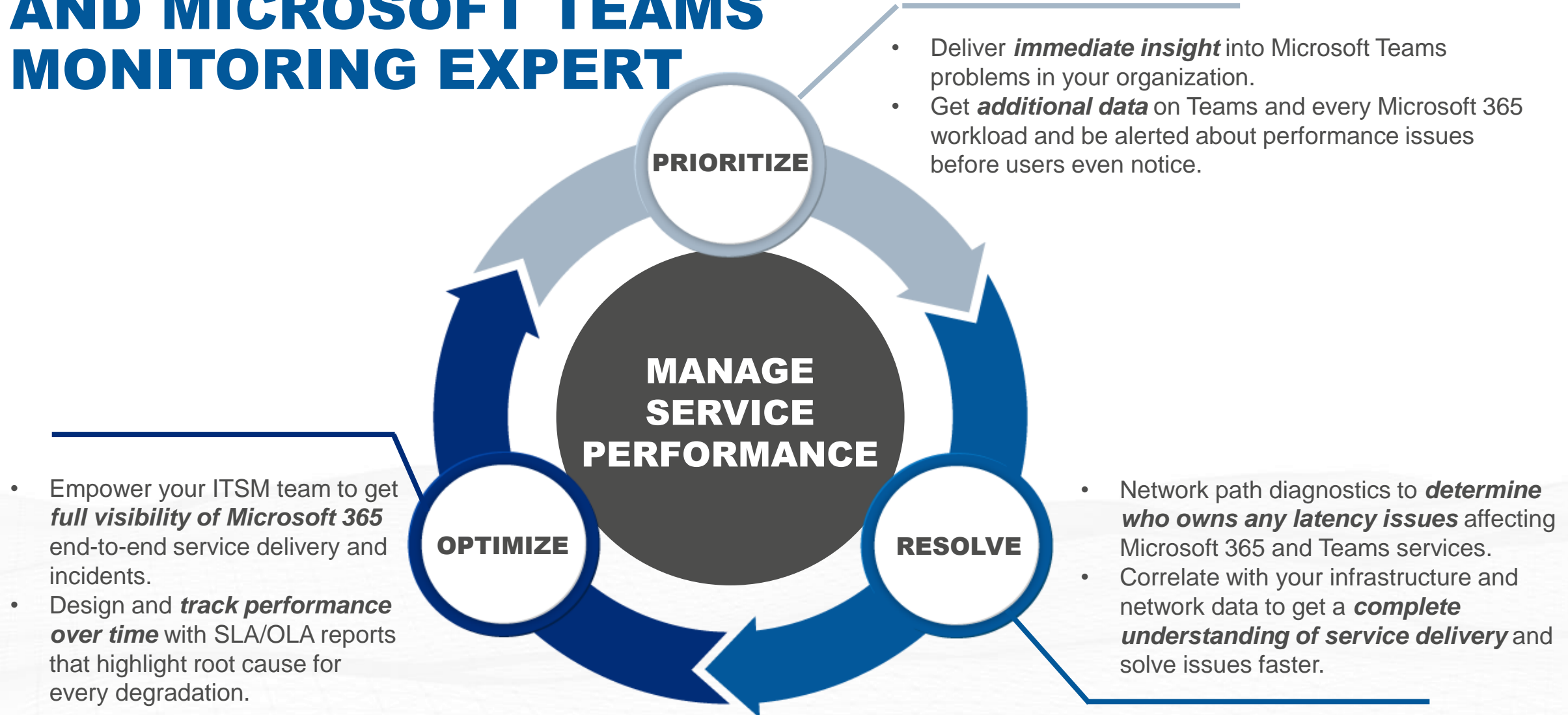
IT OPERATIONS



- Share same data
- Identify root cause easily
- ITSM synchronization
- Report on Service Level
- Limit escalation
- Optimized time and MTTR

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BECOME A MICROSOFT 365 AND MICROSOFT TEAMS MONITORING EXPERT



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VANTAGE DX



VANTAGE DX
ANALYTICS



VANTAGE DX
MONITORING



VANTAGE DX
DIAGNOSTICS

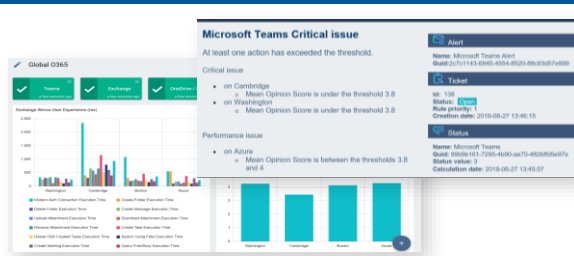


ONE SOLUTION FOR EVERYONE IMPACTED BY MICROSOFT 365 SERVICE QUALITY

WHAT?

WHO?

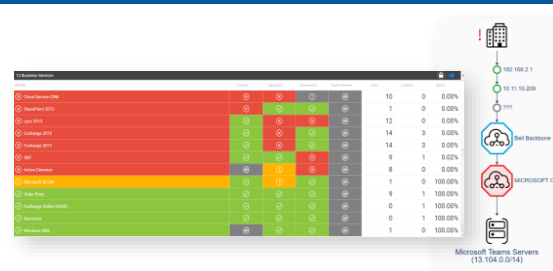
PRIORITIZE



- Real User Teams data
- 24/7 service quality alerts
- Issue qualification data

- Microsoft 365 administrators
- Helpdesk
- ServiceDesk

RESOLVE



- NOC views (service / workload / critical users)
- Network path performance view
- Correlation cloud / infrastructure health

- Microsoft 365 administrators
- NOC
- ServiceDesk
- Network administrators
- On-premise IT operations

OPTIMIZE



- SLA reports
- Top level quality baseline reports
- ITSM Integration

- Microsoft 365 administrators
- Service management
- IT management
- Business lines

MANAGE YOUR MICROSOFT 365 SERVICE QUALITY WITH MARTELLO VANTAGE DX

ENSURE RELIABLE SERVICE 24/7

- Discover issues before end-users
- Reduce issues and their impact on business
- Track, share and justify your level of service

REDUCE YOUR SUPPORT EXPENSES

- Provide NOC and Helpdesk with actionable data
- Achieve minimal MTTR
- Reduce Microsoft escalations

IMPROVE MICROSOFT 365 ROI

- Ensure maximum business productivity
- Increase user satisfaction
- Decrease management and support overhead

EXTEND YOUR CAPABILITIES WITH CLOUD SERVICE MANAGEMENT

- Single pane of glass for all cloud services
- Multi-tenants and multi-subscriptions
- End-to-end service delivery

GO FURTHER WITH MICROSOFT 365

TOTAL COST OF OWNERSHIP OPTIMIZATION

User management made easy.

END USER PRODUCTIVITY



- Track and enforce adoption
- Automate the delivery of user requests

IT SECURITY AND PRODUCTIVITY



- Safely delegate admin rights
- Detect and analyze security breaches

TOTAL COST OF OWNERSHIP



Microsoft 365

- Reduce management overhead
- Reduce risks and security costs

**NEXT STEPS &
THANK YOU!**

