**SOLUTION BRIEF**

# Assuring Seamless Collaboration Experience with Microsoft Teams

Digital transformation is redefining how the world conducts business, including the physical workplace itself. The number of mobile employees has grown dramatically in recent years, and IDC predicts that remote workers will constitute 72% of the workforce by 2020. With an increasingly dispersed workforce, businesses need collaboration solutions to keep their employees connected across the WAN, with resources accessible across multiple devices. That's where Teams comes in.

With the launch of Teams, Microsoft has introduced an innovative, cloud-based collaboration tool that has the potential to supercharge productivity and keep the distributed workforce better connected than ever before. Teams aggregates a suite of communications tools into one interconnected workspace, including online audio and video conferencing, chat, document sharing, as well as the Office 365 catalogue of applications. But Teams' potential value is fully dependent on quality of experience (QoE), and QoE is dependent on reliable connectivity.

One of the biggest challenges with cloud-based communications technology is that that the performance can be jeopardized by competing non-critical, non real-time flows (e.g. email, self-serve resources, etc.) at the transit point to the Internet. Additionally, cloud connectivity through a backhauled Internet solution, creates bottlenecks and amplifies latency, large time loads, and delays. Overall, the quality of experience is poor, reducing productivity and creating frustration for employees, which can also damage morale over time.

Infovista solves this problem by breaking out Teams traffic flows via a direct internet WAN connection at the branch, instead of backhauling it through the corporate core. Additionally, Infovista enables Microsoft's natural traffic routing through their network of "front doors," and thus complements Microsoft's own mechanisms for assuring quality of experience for Teams. This is in contrast to some of Infovista's peers in the SD-WAN market, who often use their own POPs to route Microsoft SaaS traffic, unnecessarily directing traffic away from Microsoft's network, against Microsoft's own recommendations. In the latter case, multiple workflows compete for bandwidth, resulting in poor network performance.

> Unlike competitors, Infovista enables Microsoft's natural traffic routing through their network of "front doors," in compliance with Microsoft's recommendations for an optimal Teams experience.

For Teams to work effectively, businesses must be able to:

- Shorten and de-risk their Microsoft deployments
- Guarantee daily business continuity
- Monitor and control all applications over their networks
- Assure network performance based on session-level objectives

## Our Solution

Ipanema SD-WAN from Infovista is an application intelligence solution that addresses all the above requirements, protecting other business applications, supporting collaboration by accelerating the rollout and adoption of Microsoft Teams.

Benefits of Ipanema SD-WAN:

- Protects voice calls and instant messages from unacceptable delay
- Guarantees bandwidth for each individual file transfer (applying compression mechanisms, for instance), without putting real time flows at risk.
- Ensures rapid performance and reliability for email, file transfers, conferencing, and instant messaging
- Delivers true quality of experience for end users

Additionally, Infovista's Ipanema SD-WAN solution makes the network more resilient by connecting branch offices to multiple providers, such as MPLS and Internet, guaranteeing quality of experience even in the presence of individual link failures. In such cases, Ipanema selects the best path for carrying Teams traffic, while protecting other critical applications. Ipanema also delivers reporting and application visibility in order to monitor and communicate Teams performance and user adoption rate per site.

Ultimately, the Ipanema SD-WAN solution from Infovista ensures the successful deployment of Microsoft Teams, helping businesses to deliver a high performance, collaborative employee experience.

### HOW IT WORKS

Ipanema ensures quality of experience for Microsoft Teams workflows by providing application-level insights and control. The Ipanema SD-WAN solution from SD-WAN features WAN Path Selection, Session Bandwidth Assurance, and Bandwidth Optimization.

#### WAN PATH SELECTION

Ipanema identifies Teams media sessions types as voice, video or screenshare and chooses a static path for each type individually based on preferred policies. This allows the business to direct high priority media sessions (e.g., voice) to the most robust WAN link by default, while directing lower priority sessions (e.g., screen share) to a secondary WAN link.

Ipanema can dynamically select sessions paths based on WAN link congestion.

Because most Teams traffic is https-based, Ipanema can also dynamically select the WAN underlay path for each call control session based on performance objectives.

Ipanema also allows the business to cap bandwidth at times of congestion and prioritize real-time communication media flows during a Teams meeting.

#### SESSION BANDWIDTH ASSURANCE

The business can create policies to throttle bandwidth for lower priority application sessions in order to protect Teams traffic from WAN congestion.

#### BANDWIDTH OPTIMIZATION

Ipanema eliminates traffic redundancy through WAN optimization creates virtual bandwidth for use by real-time applications like Teams.

**Ipanema ensures quality of experience for Microsoft Teams workflows by providing session level application insights and control.**

Infovista's Ipanema SD-WAN solution helps businesses maximize productivity by ensuring quality of experience for Microsoft Teams, as well as other business applications.

Unlike other SD-WAN solutions, Ipanema allows the business to identify and control discrete Microsoft Teams workflows at the session level. In doing so, SD-WAN protects Teams performance while also protecting other business applications through optimal sharing of network resources.

Ipanema SD-WAN from Infovista is the only complete solution that allows centralized application management through a user-friendly portal in large and complex networks, which can support hundreds of branch offices.

For more information,
please visit **http://www.infovista.com**

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## BENEFITS

- **Ipanema SD-WAN links application performance over the network with business objectives.**

- **Self-learning, self-adapting and self-healing, Ipanema brings application intelligence to the business WAN.**

- **Application Visibility provides full understanding of application usage and performance over the global network – from the individual session level to SLA-based application performance management.**

- **Application Control dynamically adjusts network behavior and resources to the exact application traffic demand – guaranteeing critical application performance in the most complex and changing traffic situations.**

- **WAN Optimization accelerates application response times and offers additional virtual bandwidth to the network.**

- **Dynamic WAN Selection enables dynamic hybrid WAN for multinetworked branch offices, selecting in real-time the best path according to actual performance and application traffic characteristics.**

- **WAN Security protects branch Internet connections from threats, encrypting traffic over IP VPNs to public and private DCs. It forwards traffic to secure gateway providers and regulates traffic over the internet.**

## About Infovista

Infovista, the leader in modern network performance, provides complete visibility and unprecedented control to deliver brilliant experiences and maximum value with your network and applications. At the core of our approach are data and analytics, to give you real-time insights and make critical business decisions. Infovista offers a comprehensive line of solutions from radio network to enterprise to device throughout the lifecycle of your network. No other provider has this completeness of vision. Network operators worldwide depend on Infovista to deliver on the potential of their networks and applications to exceed user expectations every day. Know your network with Infovista.