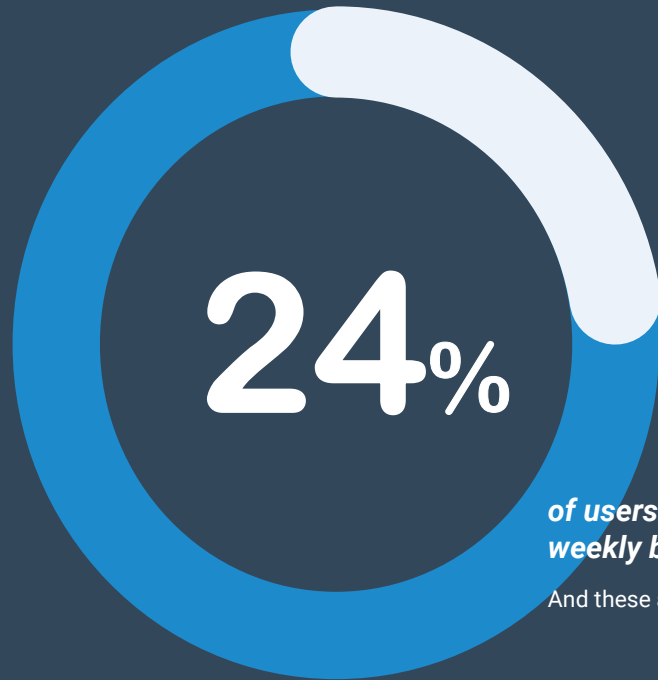




OfficeExpert TrueDEM

End to End User Experience Monitoring
for Microsoft 365 & Microsoft Teams

Challenges for adequate Microsoft Teams users Support



of users report experiencing call quality issues on a weekly basis while using Microsoft Teams.

And these are rarely caused by the Microsoft cloud

- ☑ **Legacy** monitoring tools are not designed for hybrid workforces
- ☑ Lack of visibility for **Home Office** user experience
- ☑ Unable to monitor endpoint **performance** issues
- ☑ **Blind** spots make troubleshooting impossible

What customers tell us they need...

Troubleshooting

- Immediate insight into all relevant data
- In-depth telemetry for voice call performance
- End-to-end networking details
- Hardware performance issues
- Identify processes running on computers causing problems

Proactive Support

- Replace slow, legacy computers
- Review usage of unsupported headsets & webcams
- Identify badly performing home office networking equipment
- Data driven ISP replacements
- software & updates impact

Cost Optimization

- Reduce MTTR by 40-60%
- Reduce L2 & L3 support by 70-90%
- Implement Usage & Need based Hardware Refresh Strategy
- Remove the need for multiple solutions

M365 is more than Teams alone

Monitor M365 services and applications to ensure quality of service and detect problems that impact your users.

The screenshot displays the Panagenda monitoring dashboard. The top section shows 'Home / Environment Status' with various service health cards: Delve (83), Lists (83), OneDrive (83), M365 Health on Top ISPs (88), M365 on Managed Ntwks (93), and Active Agents (100). Below these are cards for OneNote (83), Planner (83), SharePoint (83), Teams (83), Outlook (100), and Forms (83). A 'ToDo' card shows a score of 95. The middle section, 'Home / Microsoft 365 App Status', shows a grid of service status cards: Outlook, Lists, Planner, Teams, ToDo, Azure AD, Delve, Forms, OneDrive, OneNote, SharePoint, and Viva Engage. A right-hand panel shows 'Outlook - Platform Status' with a list of functionalities and their status. In the bottom left, a Twitter post from Microsoft 365 Status (@MSFT365Status) is visible, mentioning an issue with users in the UK and Germany unable to access M365 services.

As it happens, when it happens!



Behind the curtain of OfficeExpert TrueDEM



Client App

Accurately monitor all your devices



Network/ISP/MSFT

The entire path



Quality of M365 services

True User Experience



Call Quality

Ensure your SLAs are consistently met

OfficeExpert TrueDEM

Digital Experience Monitoring



TrueDEM M365



TrueDEM Advanced

"...at least 60% of infrastructure and operations leaders will use DEM to measure application, services and endpoint performance from the user's viewpoint."

Gartner

OfficeExpert TrueDEM – Client App

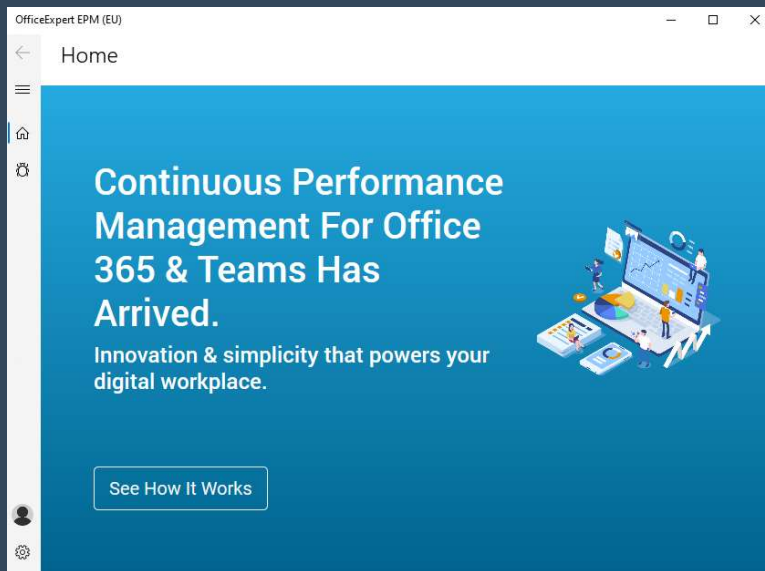
Microsoft Store App

Signed and verified by Microsoft

No admin privileges required

Runs in user context

Lightweight (small) application



Complete End-to-End coverage of Call Quality

What Microsoft sees:

Call Records



**What OfficeExpert
TrueDEM sees
additionally:**

Real Time Data

incl. data coming directly from the
Teams Client

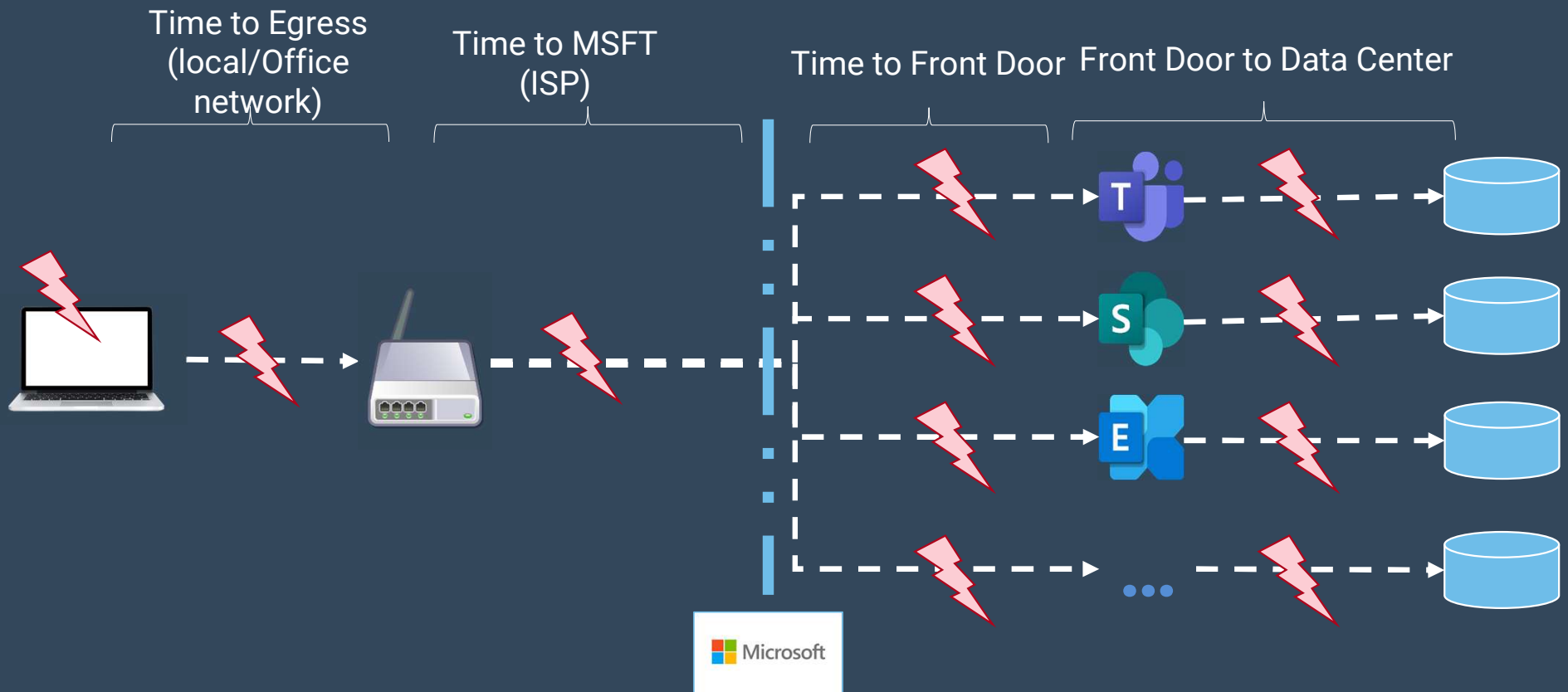
Retrieval of Client/System Data

- Operating System Data
- Network Statistics
- System Performance
- Processes
- Teams Sessions
- and more....

Continuous proactive measuring of...

- DNS, VPN and Network connectivity
- ISP routing
- Microsoft M365 Service quality (Exchange Online, Teams, OneDrive, SharePoint, etc.)
- ...and more

Full visibility into the “User Journey”



(Currently) Monitored Microsoft 365 Workloads



What is OfficeExpert TrueDEM ?

ARCHITECTURE



100% SaaS – in Azure

ENDPOINT
INSTALL



**No admin rights required to run the App
PLUS install under 1 minute**

DYNAMIC DATA
COLLECTION



**Customizable, max. 15-minute frequency
AND real-time call data**

SERVICE
TELEMETRY



Crowdsourced service availability intelligence



Core Capabilities & Business Values

Overall OfficeExpert TrueDEM Capabilities



- ✓ M365 & Service Health Overview per Org, Network, ISP and User
 - ✓ Area of Responsibility detection – User Experience insights for M365 Apps
 - ✓ Post M365 Outage Reporting incl. affected Users

- ✓ Advanced Teams Analysis
 - ✓ Teams Call Analysis (Post-Mortem; Real Time)
 - ✓ Immediate access to Real Time Call Data

Teams Call Quality Analytics

Target groups: 

- ✓ Real-time Teams Call Quality Analytics
- ✓ CQD data from Microsoft, combined with data from the endpoint
- ✓ Visual comparative analytics for fast, root-cause analysis
- ✓ Meeting Teams Rooms Support

Business Value / ROI

- ✓ Reduces Mean time to repair (MTTR) for Call Quality tickets by 40-60%
- ✓ Increases first level resolution rate
- ✓ Increases end user satisfaction

Endpoint Monitoring



- ✓ Real time & Retrospective Endpoint performance data
- ✓ Holistic networking overview and point-in-time analysis
- ✓ CPU / Memory consumption details in a single pane of glass

Business Value / ROI

- ✓ Eliminates need for remote-session in 90% of cases, reduces effort of IT support
- ✓ Provides continuous data and tracking for strategic IT Asset management decisions

Network Monitoring



- ✓ Unique home office Wifi /Ethernet insights
- ✓ Detailed historic & real time ISP analytics
- ✓ Continuous monitoring of your managed networks

Business Value / ROI

- ✓ Better understanding of both office and home network performance & bottlenecks
- ✓ Visibility and tracking for Routing, VPN and Network data across the entire user population

TrueDEM Technology for True Digital Experience Monitoring



Cost effective and pragmatic

See the truth behind digital experiences

Push the boundaries of understanding user journeys

Stop guessing where performance issues start

Instantly analyze digital experience data with full context

TrueDEM technology uses weighted metrics

Catch issues before they impact your business

Do the right things