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TATA COMMUNICATIONS ICM (Intelligent collaboration Monitoring)for Microsoft Teams

No More Blind Spots!

Insights across Microsoft Teams DR Platforms, Network and Endpoints



Analytics

Advanced analytics and reporting that expose business insights and inform data-driven decisions across the entire collaboration ecosystem. Also, enhance standard health and performance reports while enabling custom report builder



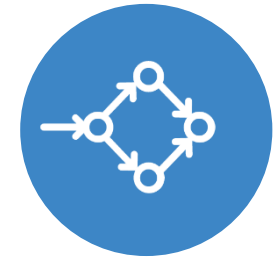
Monitoring & Alerting

Actionable notifications that enable ICM users and other support staff with insightful context and relevant information to prevent or quickly resolve issues. Enables better integration with ITSM tools and add new notification options (SMS)



Troubleshooting

Insightful session & platform troubleshooting views to enable tier 1 and 2 support teams with basic diagnostics and advanced signaling, packet capture & network telemetry to enable tier 3 and 4 engineers to efficiently troubleshoot complex



Testing

Functional and regression testing tools that simulate a variety of real-world scenarios to test collaboration platforms, network paths and cloud services availability to support pre-deployment assessments and correlated active monitoring

Concerns we address

Challenges faced by IT Decision makers

“How do we enable administrators and users to get to the bottom of what is causing poor call quality in the Direct Routing platform, and also to gauge and find usage patterns?”

“How many people are using the platform? How many minutes of PSTN calls did we have via Microsoft Teams Direct Routing in the past week, month, year?”

“Is there a easy to use, all in one platform to help us monitor, manage and maintain call quality? We want to make it easy for our admins to identify an issue and find the root cause”

“Microsoft shows high level trends for Microsoft Teams DR platform but we want to be able to drill down to the lowest level and see who is been affected”

Microsoft does not provide a view of what is going on at a SBC level. It's very easy to see what's going on from the user to Teams, but then when that media stream goes from Teams to the SBC and from the SBC to the PSTN, we are mostly blind.”

“We do not want to discount an issue due to lack of tools even though a user had a valid bad experience. How to we get real-time data to provide consistent collaboration experience to our user?”

ICM for Microsoft Teams

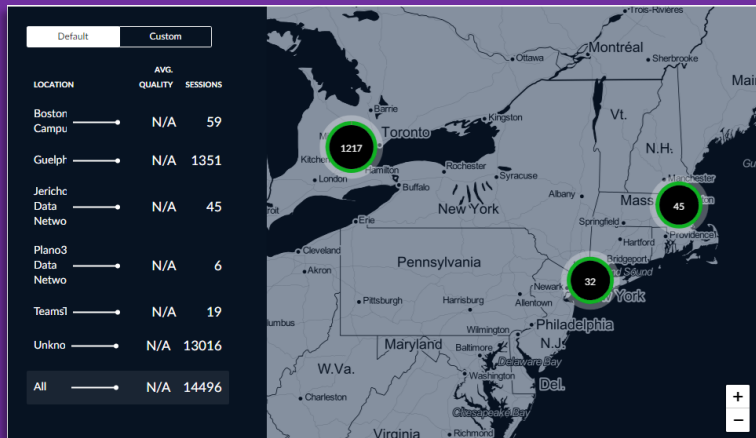
Voice & Video Session Analytics

- ✓ **Session summary dashboards:** Geographic views of locations on a map with historic call quality statistics by call type (modality) to show volume of calls and health of calls for specific intervals of time (i.e. last 4 hours, day, week, 30 days, etc). Dashboard enable filtering based on locations, modality, etc.
- ✓ **Session details views:** Easily query the system to look up a call based on the username or the number dialed. Easily analyze a specific call for quality issues related to voice network stats (jitter, packet loss, etc.) and other quality metrics.
- ✓ **Conference detail views:** Quickly analyze and identify critical user experience factors across all the participants of Microsoft Teams meeting. Use a Gantt-chart style visualization to quickly isolate contributing factors to participant quality issues or overall health factors.
- ✓ **User experience reporting:** Automated, scheduled reports that logically display overall system call quality and user experience metrics based on location (subnet mapping) and type of call (i.e. PSTN vs Conference Call)
- ✓ **Adoption and usage reporting:** Deliver platform utilization metrics and key adoption telemetry to enable data-driven decisions across the enterprise IT organization.

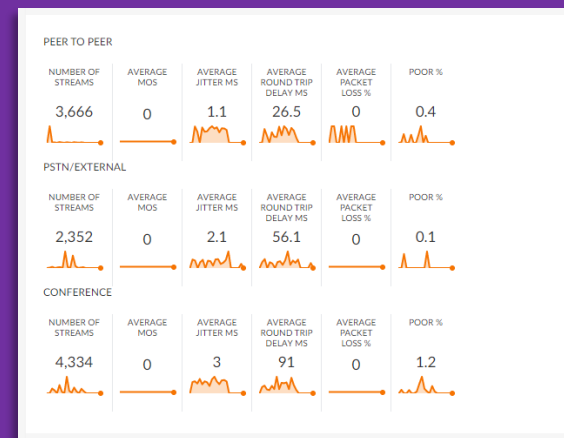
The ICM Difference

Fast Analysis, Actionable Results and Intelligent Reporting for Microsoft Teams DR

Critical Enterprise Operations Scenarios Uniquely Enabled by ICM



Quickly identify user experience and utilization on a dynamic global map.



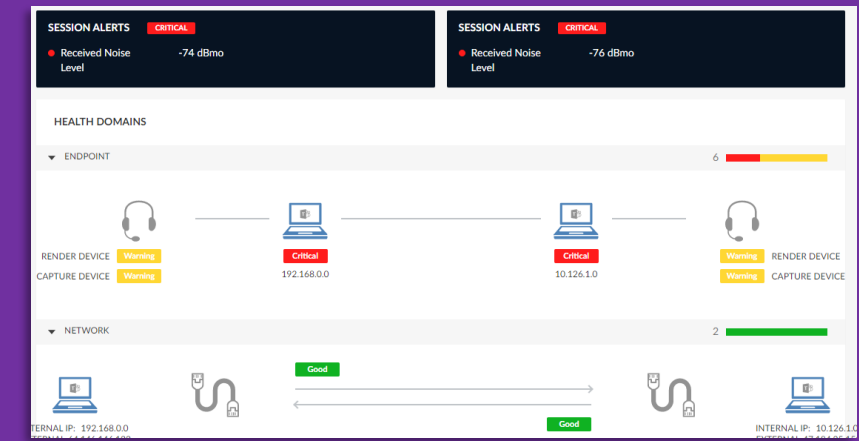
Easily spot trends across Teams usage modalities with session dashboards.

SESSION LIST

EXPORT Start Time Not Applied Columns Show 10

QUALITY	START TIME	FROM (A)	TO (B)	DURATION	AVERAGE MOS	MODALITY	SESSION SCENARIO	SESSION TYPE
Partially Good	08:55 AM, 06/05/2020	N/A	N/A	53:28		App. Sharing...		Conference
Good	08:46 AM, 06/05/2020	646 0734	Tom 0734	0:03		Audio	External-Internal	PSTN/External
Good	08:39 AM, 06/05/2020	Siva 0734	Prakash 0734	9:03		Video, App. ...	Internal	Peer To Peer (M
Good	08:32 AM, 06/05/2020	Tauseef 34	T 34	7:01		Audio, Video	Internal	Peer To Peer (M
Good	08:30 AM, 06/05/2020	Bill Bern 34	T 34	12:20		Video, Audio...	Internal	Peer To Peer (M
Good	08:30 AM, 06/05/2020	Adam 334	T 34	0:06		Video, Audio	Internal	Peer To Peer (M
Good	08:29 AM, 06/05/2020	Danny 334	T 34	5:03		Audio, Video	Internal	Peer To Peer (M
Good	08:22 AM, 06/05/2020	3 3 0734	T 34	24:08		App. Sharing...		Conference
Good	08:21 AM, 06/05/2020	Subbi 334	T 34	5:38		App. Sharing...	Internal	Peer To Peer (M
Good	08:06 AM, 06/05/2020	Tom 734	T 34	22:48		Video, App. ...	Internal	Peer To Peer (M

Dynamic filters enable global session views with "clickable" session details views to enable advanced top-down troubleshooting.



ICM for Microsoft Teams Direct Routing

PSTN Monitoring

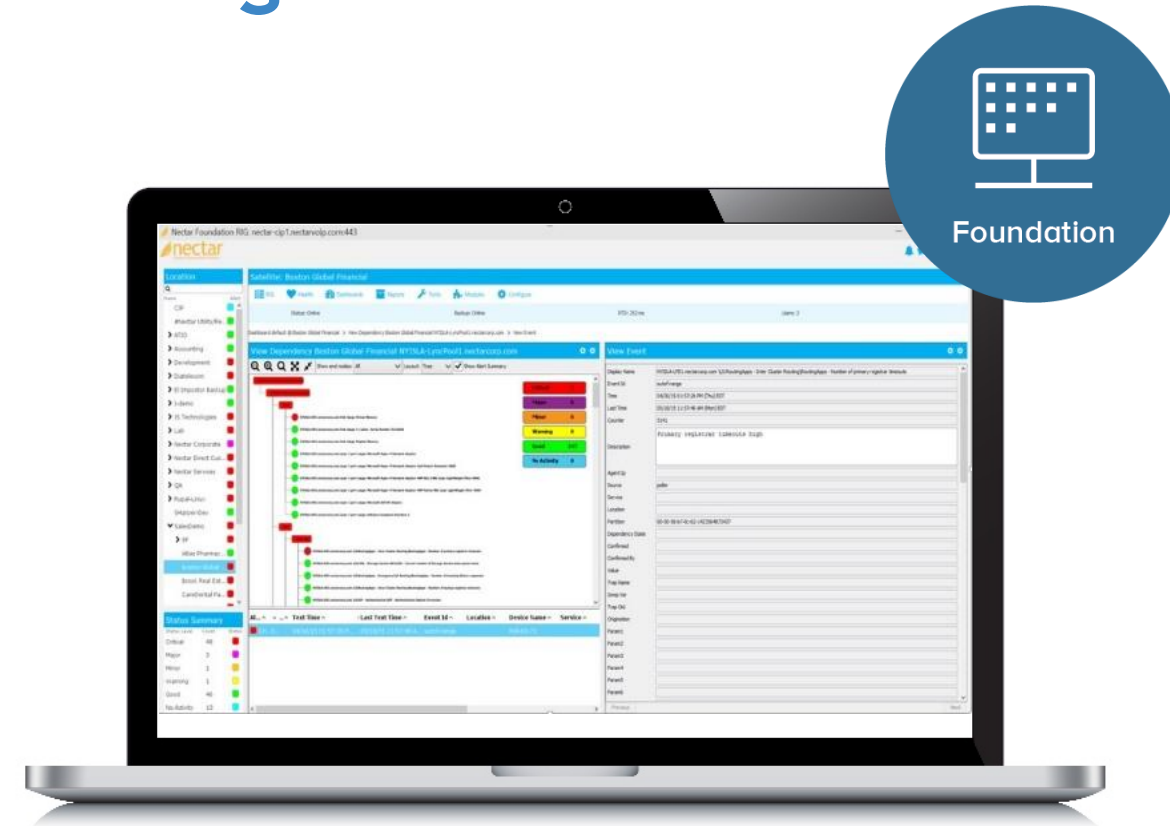
ICM for MS Teams Direct Routing by Tata Communications is a complementary solution to session analytics that provides health and performance monitoring of on-premise SBCs & SIP Trunks plus enhanced session diagnostics for advanced troubleshooting of PSTN calls.

SBC Performance, Utilization and Availability

- SNMP and API based platform health & availability monitoring
- Threshold-based real-time and historical events & alarms
- Detailed health and availability dashboards
- Support for hardware and virtualized SBCs
 - Monitoring of virtual host environment available (ESXi)

SIP Trunk Performance, Utilization and Availability

- Capacity Monitoring & Alerting
- Utilization Trend Reporting
- Live health and availability dashboards



ICM Foundation

Monitoring, Alerting & Ticketing for on-premise or hosted infrastructure

ICM for Microsoft Teams Direct Routing

PSTN Diagnostic

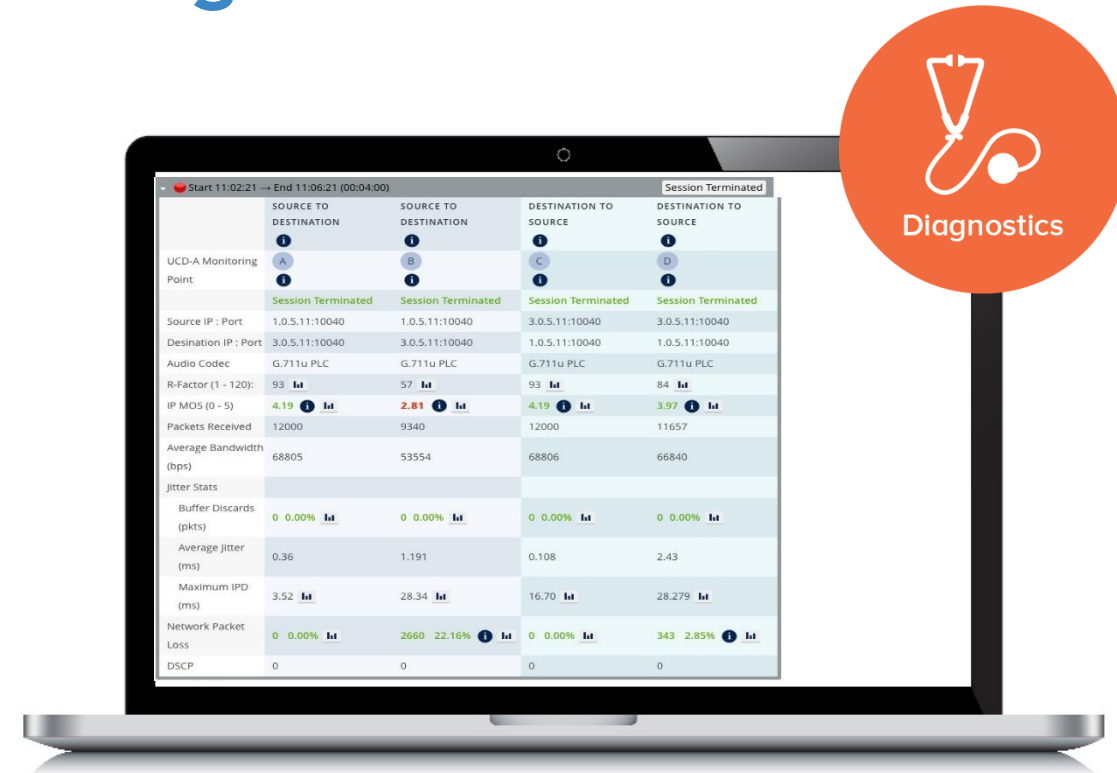
SIP Session Media Analysis: independent scoring of call quality statistics at specific network monitoring points such as carrier integration gateways (SBCs) for Direct Routing.

RTP Media Analysis & Diagnostics

- Real-Time Media Analysis/Call Quality
- Media Based KPIs
- API powered telemetry supports encrypted media

SIP Signaling Monitoring & Diagnostics

- Signaling-Based KPIs
- SIP Error Code Analysis
- Find Related SIP Sessions
- API Based SIP signaling capture



ICM Diagnostics

Troubleshooting Tools for PSTN Calls in On-Premise SBC & SIP Trunk Scenarios

Why ICM for Microsoft Teams Direct Routing

ICM Features Matrix	ICM
Proactive location-based dashboards for call quality	✓
See all call records for a given time period at the same time	✓
Easily filter call records to get the details you need	✓
Easily troubleshoot individual calls and conferences	✓
Customizable reports (Teams Admin Center only supports semi-custom date ranges – all other fields are static)	✓
Automatically email reports on a schedule	✓
PowerShell module with a rich set of cmdlets geared towards call analytics	✓
Compatible with PowerBI	✓
Alert on PSTN Call Quality (Bad Calls) in real time	✓
SBC performance and availability monitoring and alerting with custom thresholds*	✓
Provide network performance baselines from anywhere to Microsoft's cloud* (inc. remote offices, CxO homes, etc.)	✓
Provide objective third-party SLA and Teams availability reports (Requires Nectar CX Assurance)	✓

Microsoft Teams Direct Routing by Tata Communications

We complete your collaboration story

The best collaboration tool and troubleshooting and analytics platform offered with the largest voice infrastructure to create a compelling proposition!

TATA COMMUNICATIONS



No.1

international voice carrier,
giving our customers coverage in
99.7% of global GDP



1st

initial launch partner for
MS Teams Direct Routing



Business continuity is core to our design, with global

POPS ON ALL CONTINENTS

and multi-region registration

SUCCESSFUL MANAGEMENT EXPERIENCE

of large underlay and SDWAN networks across **50+** enterprises; **3000+** sites;
4000+ experts in 5 service contact centres worldwide

REDUCES THE COMPLEXITY OF INTEGRATING VOICE INFRASTRUCTURE
WITH THE WORLD-LEADING MICROSOFT TEAMS CLOUD PLATFORM



Any place, any device,
any time - seamlessly



Easy, proven migration
plans to fit your needs



End-to-end fully
managed services



Simple meeting
experience

YOU'RE 23 SECONDS AWAY FROM YOUR MICROSOFT TEAMS™ FREE 30-DAY TRIAL

- ✓ No Cost, No Risk Production Pilot
- ✓ Up to 30 Users Spread Globally
- ✓ Designed for Well Qualified Customers
- ✓ Can Scale Directly to Full Production

Our free 30 days trial portal



Customer Pre-requisites

- 0365 E-3 + phone system or E-5 licensing
- Company domain registered to 0365
- Administrative resource to configure users and voice policies



Full managed services



Enterprise grade voice & video



Global regulatory compliance



24/7 global help desk



THANK YOU

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