



# Actionable Insights for Endpoint Performance Monitoring



## Endpoint Performance Monitoring (EPM) empowers IT support with accurate usage data

Enterprise organizations are embracing a remote worker model as a standard practice. Many are relying on Microsoft Teams as their main communication solution for messaging, calls and meetings. This places a new burden on IT support groups to maintain an optimal digital experience for Teams call quality wherever users are located.

OfficeExpert EPM provides detailed performance data on all Teams calls and meetings. The information is gathered from localized agents running on computer endpoints, which provides the most accurate metrics to measure performance and identify user experience issues. If you really want proactive oversight to manage call quality for Teams, then OfficeExpert EPM can help.

Our integrated solution provides actionable insights to help IT support groups in the following activities:



**Remediate Users with Slow Home Networks**



**Identify Necessary Device Upgrades**



**Spotlight Call Quality Issues Quickly**



**Flag ISPs with Slow Performance**

## Call Quality Analytics

### Increased Productivity

Accurate performance data allows you to drill-down on call quality problems and pinpoint the root cause such as ISP routing anomalies or poor performance from Home Office Wi-Fi networks.

### Fewer Helpdesk Calls

Call quality performance data is provided from user endpoints every few minutes to quickly identify issues and help remediate user experience problems before they get reported to the helpdesk.

### Seamless Remote Worker Experience

OfficeExpert EPM categorizes detailed metrics using a secure repository in Microsoft Azure providing insights on device upgrades needed for teleworkers

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For more information about our unified data analytics solution for Microsoft 365 contact your sales representative or visit our website. [www.panagenda.com](http://www.panagenda.com)

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