

You design the workplace experience. Can you actually measure it?

Adoption dashboards, user surveys, and gut feelings don't tell you what's really going on. When M365 performance drops, you need hard data - not opinions. TrueDEM gives you the real picture.

YOUR ROLE

As Modern Workplace Architect, you shape how people work across the entire M365 ecosystem.



Designing the digital workplace strategy

You decide which tools get adopted, how they're configured, and what the end-to-end experience should look like. That's a lot of moving parts and a lot of stakeholders with opinions.



Proving that your strategy actually works

Leadership wants to know if the M365 investment is paying off. You need numbers that go beyond license counts and login rates - real user experience scores for each M365 workload, both for the company and the individual users.



Bridging the gap between IT and the business

You understand what the business needs and translate it into requirements for IT. When users are frustrated about performance, end-to-end user experience data has you covered.

YOUR DAILY QUESTIONS



Are my users actually having a good experience with M365?



Which locations or teams are struggling - and why?



Are the current hardware and network conditions good enough to support the app strategy?



What should I prioritize in my next improvement cycle?

THE PROBLEM

You're responsible for an experience you can't fully measure.



Adoption metrics only tell you who showed up – not how it went

A user logging into Teams every day doesn't mean they're having a good experience. They might be dealing with dropped calls, laggy screen sharing, or frozen video every single time.



User surveys are slow, biased, and incomplete

By the time a survey comes back, the issue has moved on. And the people most affected often don't bother responding. You end up with a skewed picture that misses the real pain points.



Microsoft admin tools don't show the full story

The M365 Admin Center and CQD give you pieces, but not the complete picture. You can't see the full details on the endpoint health, ISP routing details, or Wi-Fi stability from those dashboards. The data stops at Microsoft's edge.



Half your workforce is on networks you don't control

Home Wi-Fi, mobile hotspots, coffee shop connections - these are now part of your workplace infrastructure. Your current tools were built for a world where everyone was in the office.

The problem

THE COST

What this blind spot is costing your organization

\$500k

Estimated yearly cost of Teams call quality issues in a 10,000-person enterprise

\$210

Average cost per Teams trouble ticket - about 6 hours across 3 IT support groups

66%

of root causes are coming from non-Microsoft sources (local network, device, ISP)

52%

of performance issues trace back to home office network problems - outside your managed infrastructure

24%

of employees hit Teams call quality issues every week - and most never report them

25 min

per week per user - the productivity gain Forrester promised from Teams, gone when call quality falls apart

Forrester TEI of Microsoft Teams as a Platform, 2022

“

The wealth of data we have about the endpoints, hardware, drivers, ISPs and Microsoft cloud performance enables us to not only identify the area of responsibility easily. We are able to take action.

Jicky Li, Senior Manager IT at IIC-INTERSPORT International Corporation GmbH

The cost

THE SOLUTION

What TrueDEM brings to your role

Built from the ground up for Microsoft 365. Not a generic monitoring tool, but a platform that interacts with Microsoft 365 workloads in the end-user context, giving a clear picture of the user experience.



"Are my users having a good experience?"



Real User Experience Scores - Per-user, per-service experience scores based on real telemetry. Not surveys, not guesswork - actual measured performance across all major Microsoft 365 workloads.



"Which locations or teams are struggling?"



Location & ISP Intelligence - Drill down by office, region, ISP, or network type. See exactly where problems are concentrated and which users are affected most.



"Is it a device, network, or Microsoft issue?"



Area of Responsibility - Automatic root cause classification into Endpoint, Network (local / ISP), API (Microsoft), or Authentication. No finger-pointing, no guessing - just data.



"What should I fix next?"



Prioritized Insights - See which issues affect the most users, which cost the most productivity, and where a single fix would have the biggest impact.

The solution

FEATURE DEEP DIVE

Real User Experience Scores – the full picture

EXPERIENCE SCORING

Per-user, per-service experience metrics

Every M365 service - Teams, Exchange, OneDrive, SharePoint, Forms, OneNote, Planner, and more - gets a Real User Simulation score based on your entire user base. These aren't synthetic tests run from a server room. They reflect what your actual users are experiencing, right now, from their actual devices and networks.

[Per-user scores](#)[Per-service scores](#)[Global reliability](#)

M365 APP STATUS

Functional-level clarity across platforms

See exactly which M365 functions are affected, broken down by platform: Desktop, Mobile and Web. For example, you can tell right away that chat history is broken on Desktop but works fine in the browser - and give users a targeted workaround while the underlying issue gets fixed.

[Per-platform status](#)[Per-function health](#)[Workaround guidance](#)

WHY THIS MATTERS FOR YOU

When leadership asks "how is the M365 rollout going?", you don't have to rely on ticket counts or anecdotes. You have service-by-service scores and the ability to pinpoint exactly where things are working and where they're not.

Experience scores

FEATURE DEEP DIVE

Area of Responsibility – stop the finger-pointing

ENDPOINT

Device-level root cause

CPU and memory bottlenecks, outdated drivers, overloaded hardware, VDI misconfigurations, codec issues. When the problem is the device, TrueDEM tells you which device and exactly what's wrong with it.

NETWORK

ISP and local network issues

Wi-Fi instability, ISP routing distances, packet loss, jitter spikes. TrueDEM maps the full connectivity journey from the user's device to the Microsoft cloud.

API / AUTH

Microsoft-side problems

Service degradations, authentication latency, API failures. When the problem is on Microsoft's end, you see it immediately - correlated with Microsoft's own incident reports.

FOR YOUR ESCALATION CALLS

End the blame game

When the network team says "it's not us" and the desktop team says the same, you have data that shows exactly who owns it. No more circular conversations.

FOR YOUR IMPROVEMENT PLANS

Fix the right things first

Aggregate the data across your user base. See which area - endpoint, network, ISP - creates the most issues, and target your next initiative where it counts.

FEATURE DEEP DIVE

Location & ISP intelligence – see every site, every provider

ROUTING

ISP distances to media relays

See how far each ISP routes your users' traffic to reach Microsoft media relay servers. Compare routing distances with statistical significance tests between your most-used providers.

DEPENDENCY

User population per ISP

See how many of your users - and how many calls - depend on each ISP. Check user population distribution, total call share, and spot concentration risk before it becomes a crisis.

QUALITY

Bad call ratio per provider

Compare poor call percentages across ISPs and corporate networks. Find out which providers consistently underperform - with the data to back up your SLA conversations.

CORPORATE NETWORK VISIBILITY

Managed network insights

See call quality broken down by corporate network and office location. Find out which buildings or subnets have the most call issues - and whether Wi-Fi or wired connections are to blame.

HOME OFFICE INSIGHTS

Visibility into unmanaged networks

Home Wi-Fi scores, router age and capability, ISP performance per user. You finally have visibility into the networks your hybrid workers depend on - without installing agents on their personal routers.

PROOF POINTS

Real issues. **Resolved with TrueDEM.**

PHARMACEUTICAL · 20K USERS

Audio/video sync failures

Weeks of troubleshooting with no result. TrueDEM showed a mid-call bitrate change that was invisible to CQD - turned out a Microsoft QoS configuration was missing. Fixed same day.

Bitrate analysis

QoS fix

MANUFACTURING · 1,000 USERS

Persistent call drops in one office

A hotel next door had a strong enough Wi-Fi signal to pull employee devices mid-call. Standard network monitoring never saw it. TrueDEM caught the SSID switch in the call record.

Root cause: rogue Wi-Fi handoff

ENTERPRISE ORG · 20K REMOTE WORKERS

Widespread home Wi-Fi issues

TrueDEM identified users running outdated Wi-Fi 4 routers, proactively scoring and flagging substandard networks - before helpdesk tickets were even opened.

Root cause: Wi-Fi 4 (802.11n)

EUROPEAN MANUFACTURER · 50K USERS

Organization-wide VDI audio failures

Two misconfigured VDI hosts were routing audio through the datacenter instead of the endpoint. TrueDEM identified the specific hosts in minutes. Fix: a single config change.

Root cause: VDI media misconfiguration

Same question from the CIO. **Completely different experience.**

WITHOUT TRUEDEM

Reactive, vague, defensive

- 1 CIO asks: "I received complaints from Austria that remote users can hardly work. Please check their user experience for Teams, Exchange and OneDrive?"
- 2 You check adoption dashboards - logins look fine
- 3 You check CQD - some "poor" calls, but no context
- 4 You check the ticket system - a handful of complaints
- 5 You ask the network team - they say "it's fine"
- 6 You respond with "generally good, a few issues"
- 7 CIO is not impressed. Neither are you.

WITH TRUEDEM

Proactive, precise, evidence-based

- 1 CIO asks: "I received complaints from Austria that remote users can hardly work. Please check their user experience for Teams, Exchange and OneDrive?"
- 2 You open TrueDEM and check the tenant-wide real user experience scores
- 3 At tenant-level all workloads including Teams are above score 85 but one of the Top ISPs, mostly used in Austria scores 10 only
- 4 You click on the ISP to see the workload scoring from the perspective of the users of this ISP and Teams, Exchange and OneDrive score only 10 points
- 5 You open the TrueDEM ISP Overview and the Austrian provider is 345% above global tenant RTT average for all ISPs
- 6 You export the ISP comparison and call specific data about the impact for your CIO
- 7 CIO has all the data he needs for his meeting with the ISP and the Austrian senior management

TrueDEM fits your existing IT structure

As Modern Workplace Architect, you sit between strategy and operations - shaping what the digital workplace looks like and making sure it actually works. TrueDEM gives every role in your ecosystem the data they need.



IT Management / CIO / C-Level

When leadership asks how the M365 investment is performing, TrueDEM provides the big picture: platform health, functional M365 app status information, real end-to-end user experience scores, ISP performance at tenant level, and outage impact reports - data you can hand over with confidence.



Modern Workplace Architect

End-to-end experience scores, location-level insights, ISP analysis, service health per platform, trend data - proactive visibility across every part of the M365 ecosystem you're responsible for.



Teams Service Owner (your peer)

Tenant-wide call quality, Enterprise Voice optimization, ISP intelligence, live call monitoring - the deep operational data for keeping the Teams service running well day to day.



Teams SME / L2-L3 Support

Per-call deep dive with 30-second interval streaming telemetry, hop-by-hop connectivity journeys, Wi-Fi volatility analysis, device metrics, codec changes - resolve complex issues in minutes instead of hours.

WHY NOW

The workplace you're designing is only getting more complex

M365 IS EVOLVING AS YOUR CORE BUSINESS PLATFORM

Get the foundation right - before the next wave hits

Internal collaboration, external communication, contact center, AI-powered workflows - the scope of M365 keeps expanding. And as it does, service quality has a direct effect on both employee and customer experience. Better to build reliable visibility now, before adoption outpaces your ability to manage it.

AI readiness

Customer experience

External communication

THE HYBRID WORKFORCE IS PERMANENT

46% of your users work outside the office

Home Wi-Fi, consumer ISPs, unmanaged networks. These are your new "corporate infrastructure" and your current tools can't see them. TrueDEM was built for this reality - giving you visibility into every environment your users work from, without requiring hardware on their end.

Home office visibility

ISP monitoring

Wi-Fi scoring

EVERY MONTH WITHOUT TRUEDEM

The monthly costs for troubleshooting complex Teams issues for an enterprise organization of 10,000 employees sum up to \$42,000. - Source: panagenda Pulse Survey 2022



Design your workplace with data, not assumptions.

A 30-day proof of concept runs against your own environment - your experience scores, your ISP data, your location insights, and the issues you didn't know you had. No commitment. Just visibility.

[Request a live demo ›](#)

[Start a 30-day PoC ›](#)

Platform

Built for Microsoft 365

Deployment

Azure-based SaaS Solution

Made by

panagenda · enterprise specialists since 2007

14M+ active users · 70+ countries