

Your Microsoft 365 environment has a **visibility problem.**

That gap is costing you hundreds of thousands a year in lost productivity, escalations, and wasted IT hours. Most organizations don't even know.

THE PROBLEM

Microsoft Teams is now mission-critical. Your monitoring hasn't caught up.



Productivity loss is invisible

Most users never open a ticket when something goes wrong. They just deal with it - bad audio, laggy video, dropped connections. Your IT team doesn't hear about it until a VIP or the CIO picks up the phone.



Resolution takes days, not minutes

A single Teams call quality complaint can pull in 2-3 IT support teams, multiple tools that don't talk to each other, and 4-8 hours of digging. 17% of complex issues drag on for over 2 days.



The hybrid workforce broke your monitoring

With nearly half your workforce regularly working outside the office, people are connecting through home networks, consumer ISPs, and random Wi-Fi - all of it outside your monitoring perimeter.

THE COST

What this is actually costing you

\$500k

Estimated yearly cost of Teams call quality problems in a 10,000-person company

58%

of IT teams spend 4+ hours working through a single Teams performance ticket

71%

of issues need 2–3 different IT support groups to get involved

360M

Monthly active Teams users worldwide as of mid-2025 - this is the platform your business runs on

46%

of enterprise employees regularly work outside the office - beyond what traditional IT monitoring can see

53%

of Teams complaints are about audio and video quality - the kind of problems people notice right away



The underlying problem stems from the use of disparate, non-integrated software tools for investigation, assessment, and resolution of Teams performance issues.

panagenda Pulse Survey, 2022

ROOT CAUSE

The real issue: nobody can see the full picture

WHAT MICROSOFT'S TOOLS TELL YOU

Something is wrong

Microsoft's Call Quality Dashboard (CQD) and service health tools give you aggregated, high-level data. They'll confirm there's a problem - but not where it is, who's causing it, or what to do about it.

Limited per-user telemetry

No detailed ISP routing visibility

No endpoint data

WHAT TRUEDEM TELLS YOU

What's wrong, and who needs to fix it

TrueDEM traces the full path from endpoint to Microsoft - with real-time call telemetry, ISP performance data, device metrics, and Area of Responsibility scoring. For every issue it finds, it tells you what went wrong, how the user was affected, and what to do next.

Per-user, per-call

ISP & network

Device & endpoint

Actionable recommendations

THE BLAME GAME TRUEDEM PUTS TO REST

"Is it Microsoft, our ISP, the network team, or the user's device?"

This question comes up after every escalation - and it burns time, budget, and credibility. TrueDEM's Area of Responsibility (AoR) scoring answers it on the spot, for every incident.

Root cause

THE SOLUTION

TrueDEM – M365 **Digital Experience Monitoring**

Built from the ground up for enterprise Microsoft 365 environments. Not a generic monitoring tool bolted onto M365 - a platform designed around the way your workforce actually uses it.

PILLAR 01

End-to-end visibility

Telemetry from every endpoint, through every network hop, to every Microsoft service. Home office, corporate Wi-Fi, VPN, VDI - there are no blind spots.

PILLAR 02

No more finger-pointing

Automatic Area of Responsibility scoring shows your IT team who owns each issue and starts troubleshooting instantly.

PILLAR 03

Recommendations, not just dashboards

TrueDEM uses machine learning and pattern recognition to spot a wide range of call issues. It tells you what happened, how it hit the user, and how to fix it.

HOW IT WORKS

The full connectivity path – made visible



TrueDEM's AoR engine automatically classifies every degradation by the responsible zone

FOR THE EXECUTIVE

The big picture, at a glance

Overview of all M365 services, ISP performance across your tenant, and real-time incident status. One click to drill down when a VIP calls.

FOR THE IT TEAM

From alert to fix in minutes

Real-time call telemetry, 6-month call history, Wi-Fi volatility scoring, per-user connectivity paths, and automated outage reports - all in one place.

WHO IT SERVES

One platform. **Every role gets what they need.**

CIO

M365 Platform Owner / Senior IT Executive

Platform health overview, incident history, ISP SLA evidence, and outage impact reports. The data you need to defend IT decisions and hold vendors accountable.

SVO

Teams Service Owner

Tenant-wide call quality, enterprise voice usage, ISP performance by geography, and per-app status across Mac, Windows, and Web. Spot problems before users start complaining.

SME

Teams SME / L2–L3 Support

Per-call deep dives, hop-by-hop RTT, Wi-Fi volatility, device metrics, codec changes - everything you need to close complex tickets in minutes instead of days.

MWA

Modern Workplace Architect

End-to-end user experience scores, adoption reporting, and platform-level health - the proof that your modern workplace strategy is delivering what it promised.

Who it serves

BUSINESS CASE

The ROI case for a 10,000–person enterprise

Based on a study with IT leaders from more than 100 companies worldwide. These are conservative figures: they do not take into account preventing tickets through proactive work. Instead, the calculation only reflects the lower effort required for the same number of tickets. In practice, proactively improving infrastructure and systems has a much bigger impact, so your company can expect higher savings.

COST DRIVER	WITHOUT TRUEDEM	WITH TRUEDEM	ANNUAL SAVING
IT staff time per Teams ticket (avg. 6 hrs × 3 teams)	\$210 / ticket	~\$35 / ticket	~\$175 / ticket
Monthly Teams tickets (est. 2% of 10k users)	200 tickets / mo	200 tickets / mo	-
Annual IT resolution cost	\$504,000	~\$84,000	~\$420,000
ISP / Microsoft SLA credits recovered	\$0 (no evidence)	Documented claims	Variable upside
Productivity cost of silent sufferers	Unquantified	Proactively resolved	Unquantified upside
Conservative annual saving			\$420,000+

Source: panagenda Pulse Survey 2022. \$35/hr FTE cost assumed. Inputs adjustable to your organization's actual ticket volume and staff rates.

PROOF POINTS

Real issues. **Fixed in minutes, not days.**

PHARMACEUTICAL ORG · 20K USERS**Audio/video sync failures**

Weeks of troubleshooting got nowhere. TrueDEM found a missing Microsoft QoS configuration within minutes by catching a mid-call bitrate change that CQD never showed. Fixed the same day.

MANUFACTURING ENTERPRISE · 1,000 USERS**Persistent call drops in one office area**

Turns out a hotel next door had a Wi-Fi signal strong enough to pull employee devices off the corporate network mid-call. Normal network monitoring never picked it up. TrueDEM spotted the SSID switch in the call record.

ENTERPRISE ORG · 20K REMOTE WORKERS**Widespread home Wi-Fi performance issues**

TrueDEM flagged users still running old Wi-Fi 4 routers at home - before they ever opened a ticket. IT was able to reach out and sort it proactively.

EUROPEAN MANUFACTURER · 50K USERS**Organization-wide Teams audio failures on VDI**

Two misconfigured VDI hosts were routing audio through the datacenter instead of the endpoint. TrueDEM identified the exact hosts in minutes. The fix was a single config change.

TrueDEM doesn't just show you data. It tells you what's wrong and how to fix it.

Machine learning and pattern recognition help TrueDEM catch a wide range of call issues. For each one, it explains what happened, how the user was affected, and what to do about it - so your IT team can act right away instead of spending days investigating.

Mid-call failure detected

High impact

WHAT HAPPENED

The user got dropped mid-call - confirmed by both the Teams client and Microsoft's call records. The media stream was interrupted and had to reconnect.

IMPACT ON USER

Disrupted meeting - the user lost the thread of the conversation, may have missed key discussion points, and walked away questioning IT reliability. When it's a VIP, this becomes a reputational issue.

RECOMMENDED ACTIONS

Check Wi-Fi volatility on the user's network. Verify UDP is not being blocked by firewall or VPN. Review QoS settings to ensure Teams voice traffic is prioritized.

Call initialization failure

Medium impact

WHAT HAPPENED

A firewall rule blocked the connection - the user couldn't join the call on their first attempt.

RECOMMENDED ACTIONS

Verify Teams IP addresses and ports are whitelisted. Check local device firewall rules.

TCP used instead of UDP for audio

Silent degradation

WHAT HAPPENED

Audio traffic fell back to TCP - usually a sign of a misconfiguration that's quietly degrading call quality for affected users.

RECOMMENDED ACTIONS

Confirm UDP is permitted on OS firewall, location firewall, and VPN. No user action required - this is an IT configuration fix.

VISION

Where this is heading: **AI-powered IT ops**

TrueDEM is built with AI in mind. The next evolution of the platform turns pre-processed experience data into a foundation that AI tools can actually work with - cutting downtime, IT costs, and support workload at scale.

12-MONTH ROADMAP**Open APIs & MCP integration**

TrueDEM will open up APIs and support Model Context Protocol (MCP), so its pre-processed experience data can plug directly into whatever AI systems or copilots you're running. Your IT team will be able to investigate and resolve issues using plain language.

NEXT**AI-driven IT operations**

Because TrueDEM feeds AI clean, context-rich telemetry instead of raw logs, AI agents can reliably diagnose issues, spot patterns across users, and route the right fix to the right team - fast.

THE GOAL**End-user self-service**

The long-term goal: users talk to a TrueDEM-powered AI to understand and fix their own experience issues - no helpdesk ticket needed. Much less downtime, much lower IT cost.

STRATEGIC IMPACT

Right now, fixing a Teams issue costs about **\$210 per ticket** and ties up 2-3 IT teams. TrueDEM's architecture is designed to shift resolution away from the helpdesk and closer to the user - turning a reactive cost center into something that mostly runs itself.

WHY NOW

Why this matters right now

MICROSOFT COPILOT IS RAISING THE STAKES

AI tools need a reliable foundation

As you roll out Microsoft Copilot and lean harder into M365, the quality of the underlying services directly affects how much value you get from AI. Hidden performance gaps undermine the whole investment.

Copilot readiness

Service reliability

REMOTE & HYBRID WORK IS PERMANENT

The monitoring gap keeps getting wider

78% of enterprise employees expect to work outside the office at least some of the time - that's not changing. Traditional monitoring tools weren't designed for this. TrueDEM was.

Hybrid workforce

Home office visibility

EVERY MONTH WITHOUT TRUEDEM

You currently spend around \$42,000 a month fixing Teams issues that could be resolved in minutes, and you don't have solid data for critical discussions with providers.

LICENSING



Flexible licensing. **Start anywhere.**

Three licensing options so you can start where it makes sense and grow from there. Plus a synthetic monitoring add-on for 24/7 site surveillance.

FULL COVERAGE

TrueDEM Advanced

The full package. Endpoint, network, and Teams call quality analysis for every user. Best fit for organizations where Teams is the main communication tool across the board.

Endpoint analysis Network monitoring Teams call quality Full DEM

SERVICE-LEVEL COVERAGE

TrueDEM M365

M365 service health, availability, and authentication monitoring - without the endpoint, network, or Teams call analysis. A good fit for users who rely on M365 services but don't use Teams for calling much.

M365 service health Availability monitoring Authentication tracking

TARGETED COVERAGE

TrueDEM Select

Everything in Advanced - without having to deploy tenant-wide. License by role, country, or entity. Made for large enterprises that want targeted coverage, not a blanket rollout.

Min. 250 users VIPs By country By subsidiary

24/7 SITE MONITORING

TrueDEM Site Monitor

Synthetic monitoring using virtual testing users - 24/7 checks on M365 availability and network performance per site, even when no real users are online. Lightweight deployment, no rollout to employee devices needed.

Synthetic transactions Per-site deployment 24/7 coverage

MIXED LICENSING - THE SMART STARTING POINT FOR LARGE ENTERPRISES

Advanced + M365 mix: Give TrueDEM Advanced to VIPs, IT staff, and heavy Teams users. Cover production workers or light M365 users with TrueDEM M365. Full tenant coverage at an optimized price.

Select as a starting point: Start with a defined user group at full Advanced capability - minimum 250 users. Expand once the ROI speaks for itself.

EXAMPLE

A 50,000-user enterprise starts with **TrueDEM Select for their top 1,000 VIPs** - C-suite, senior management, and key client-facing roles. Full Advanced capability where experience matters most, without committing to a tenant-wide rollout. After 30 days, the data makes the case for going broader.



NEXT STEP

Want to see what's really going on in your M365 environment?

A TrueDEM proof of concept runs for 30 days. You'll see your own environment - your users, your networks, your ISPs - and the problems nobody knew about.

[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