

You own the Teams service. **TrueDEM** gives you tailored insights.

Whether it is an audio issue affecting senior leaders in a town hall, choppy video in a customer meeting, or ongoing complaints from regional subsidiaries, every escalation ends up on your desk, and you do not have reliable, detailed data. TrueDEM was built for exactly these situations and provides the information you need.

YOUR ROLE

As Teams Service Owner, you're responsible for your organization's communication backbone.

**Directly connected with upper management**

When the CIO or a business lead wants answers about call quality, they want them now. Good data and solid reports are your best defense.

**Navigating with other IT teams**

You coordinate between the network team, endpoint team, support staff, and external providers - including Microsoft.

**Operational success within budget**

Keep the service running, keep improving it, deliver what the business needs - without burning through the budget on licenses, trunks, or support hours.

YOUR DAILY QUESTIONS



How is my Teams service performing right now?



Is it the endpoint, network, ISP or Microsoft?



Which ISPs are hurting my users' call quality?



Are we paying for EV licenses nobody uses?



Can I prove what happened before management asks?

THE PROBLEM

You're accountable for a service you can't fully see.



53% of complaints are about audio & video quality

Garbled calls, dropped video, jittery meetings - these are the things users actually notice. And they blame IT, not their home Wi-Fi or outdated router.



Microsoft CQD tells you something is wrong - but not why

CQD flags "poor" calls but gives you limited endpoint telemetry, limited detailed ISP visibility, and limited device-level root cause. You know there's a problem, but you can't tell whose fault it is.



Every 10th investigation takes 2-3 teams and 4-8 hours

Desktop support, network engineering, M365 support - all working with different tools, different logs, different views. 17% of complex cases drag on for over 2 days.



Most users never report issues - they just live with it

Forrester research shows that most knowledge workers won't bother calling the helpdesk for performance issues. What you see in your tickets is just the tip of the iceberg.

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 user per week - the productivity gain Forrester measured from Teams collaboration, at risk when call quality is poor (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



TrueDEM answers every question you face as Teams Service Owner.

Built for Microsoft 365 from the ground up. Not a generic monitoring tool - a platform designed around how you actually work.



"How is my Teams service performing?"

- › **Live Teams Call Status** - See all active calls across your tenant right now. Which calls have problems, in which network or location, who is affected, and what kind of issue is going on - in real time, shared between you and your SMEs.



"Is it the endpoint, network, ISP or Microsoft?"

- › **Area of Responsibility** - Automatic scoring tells you who owns each incident: Endpoint, Network (local / ISP), API (Microsoft), or Authentication. No more finger-pointing.



"Which ISPs hurt my call quality?"

- › **ISP Intelligence** - Routing distances, bad call ratios, user dependency per provider. Exactly the kind of data you need when you're negotiating SLAs or deciding on providers.



"Are we paying for EV licenses nobody uses?"

- › **Enterprise Voice Reports** - License utilization, trunk capacity, caller source mapping. Find out which licenses are sitting unused and where you can save money.



"Can I prove what happened?"

- › **Call Quality & Incident Reports** - Tenant-wide call quality, problem distribution by type and direction, timeline correlation with Microsoft and ISP incidents.

The solution

FEATURE DEEP DIVE

Service health & app status – across every platform

ENVIRONMENT STATUS

Real User Simulation Scores per service

Every M365 service - Teams, Exchange, OneDrive, SharePoint, Forms, OneNote, Planner, and more - gets a score based on your entire user base, which makes the results very reliable. You can see right away which Teams-related services are degraded and which Area of Responsibility is involved: API (Microsoft), Network (local / ISP / Microsoft), or Authentication.

Area of Responsibility

Top ISPs by user count

Global impact score

M365 APP STATUS

Functional-level clarity across platforms

See exactly which functions of Microsoft 365 applications like Teams, Outlook, OneDrive and others 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.

Per-platform status

Per-function health

Workaround guidance

WHY THIS MATTERS FOR YOU

When someone from the business calls and asks "is Teams down?", you don't have to guess. You know which service, which platform, which function, and whether it's Microsoft, the network, or an ISP.

FEATURE DEEP DIVE

Tenant-wide call quality – your overview dashboard

Total Calls

P2P, group, external, PSTN - all call types in one view

Quality Split

Optimal · Acceptable · Impacted · Degraded - per call classification

ISP Ranking

Top ISPs by call volume with good-call percentage per provider

ISSUE MATRIX

Problem distribution: Video / Audio / Drop / Sharing

Treemap visualization showing the type, direction (send or receive), and scope (internal vs. external) of every call quality issue. You can quickly see what kinds of problems your users are running into and where most of them are concentrated.

TIME SERIES

Timeline clarity for issue correlation

Percentage and count of impacted/degraded calls over time. When Microsoft or an ISP has an outage, you can see the direct effect on your call quality.

KEY INSIGHT

The Microsoft datacenters handling your calls are identified and mapped geographically. You always know which relay your users are connecting through - and whether distance is playing a role in call quality.

FEATURE DEEP DIVE

ISP intelligence – hold your providers accountable

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.

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 claims.

CORPORATE NETWORK CALL QUALITY**Managed network visibility**

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.

SLA EVIDENCE**Hard evidence for ISP conversations**

Timestamped data showing ISP performance degradation - with affected user counts, call volumes, and quality metrics. No more anecdotal complaints - real numbers for real negotiations.

FEATURE DEEP DIVE

Enterprise Voice – utilization, trunks, and cost savings

725

EV licensed users - what you're paying for

166

EV licenses actually in use - what's generating value

559

EV licenses sitting unused - adoption initiative needs to be intensified

DIRECT ROUTING REPORT

Concurrent trunk utilization

See peak concurrent call volumes on your SBC trunks. Check caller source distribution and geographic mapping of PSTN usage. Plan capacity based on real usage data - not vendor estimates.

COST OPTIMIZATION

Find users not using their EV license

A detailed list of users who aren't using their Enterprise Voice license - or who used it fewer than 3 times in the selected period. Reclaim those licenses and put the budget to better use.

BUDGET IMPACT

In the example above, 559 unused Enterprise Voice licenses at even a conservative cost per license add up to a significant yearly saving.

PROOF POINTS

Real issues Teams Service Owners face. **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

YOUR DAY WITH TRUEDEM

Same escalation. **Completely different experience.**

WITHOUT TRUEDEM

Reactive, fragmented, defensive

- 1 VIP calls to complain about audio quality
- 2 Check CQD - it flags "poor" but gives no root cause
- 3 Escalate to network team - they say "network is fine"
- 4 Escalate to desktop support - they say "device is fine"
- 5 Open a case with Microsoft - weeks to hear back
- 6 No ISP data to hold providers accountable
- 7 No idea how many users are silently affected

WITH TRUEDEM

Fast, focused, evidence-based

- 1 VIP calls to complain about audio quality
- 2 See the exact call, issue type, and root cause
- 3 AoR scoring shows it's an ISP routing problem - no need to involve the network team
- 4 Desktop support not needed - endpoint metrics confirm the device is fine
- 5 Send ISP evidence directly to the provider - with timestamps and affected users
- 6 ISP data proves the degradation - you have a factual basis for that conversation
- 7 Check tenant-wide impact - turns out 23 other users on the same ISP are affected too

TrueDEM fits your existing IT structure

As Teams Service Owner, you're the central point of contact - connected to upper management, coordinating external providers, and guiding the SME teams. TrueDEM gives every level what they need - with views built for each role.



IT Management / CIO / C-Level

When upper management asks "what's going on with Teams?", TrueDEM gives you the big picture: platform health, Microsoft 365 incident history, ISP performance at tenant level, and outage impact reports - data you can hand over with confidence.



Teams Service Owner

Tenant-wide call quality, service scores, ISP analysis, Enterprise Voice optimization, app status per platform - proactive visibility across every part of the Teams service.



Teams SME / L2-L3 Support (your team)

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.



Modern Workplace Architect (your peer)

End-to-end user experience scores, adoption metrics, platform health - the proof that workplace strategies are working as planned.

WHY NOW

The service you own is only getting more complex

TEAMS IS EVOLVING INTO 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 Teams is expanding fast. And as it does, service quality has a direct effect on end user 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.

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



Own your service with data, not guesswork.

A 30-day proof of concept runs against your own environment - your call quality, your ISPs, your Enterprise Voice utilization, 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