

Your M365 environment has a visibility problem.

Hybrid work made monitoring blind spots the norm, and over 60% of users suffer in silence when they have issues. TrueDEM closes the gap, end to end, purpose-built for Microsoft 365.

WHY TRUEDEM

TEAMS CALL QUALITY

Real-time, granular, reliable

Microsoft's own call quality data (CQD) is limited and aggregated. What you can get out of it takes hours of manual work and still stops short of providing the full picture. TrueDEM shows the whole call, in real-time and post mortem, so IT can answer questions like "what truly happened when the user started screensharing and unmuted?"

COPILOT READINESS

Audio & video data quality check

Copilot's meeting insights are only as good as the audio and video feeding them. Without visibility into that data quality, poor Copilot experiences stay invisible and lead to bad records that may cause compliance issues (e.g. financial markets) or false information in clinical records (EHR).

MACOS, WINDOWS, VDI

Every platform in view

Hybrid workplaces mix operating systems and device types. TrueDEM is the only solution that provides real-time Teams call quality data across all major platforms, including macOS.

TRUEDEM MCP

Answers instead of dashboards

Ask your AI assistant what went wrong and get plain-language, root-cause answers on demand. TrueDEM's MCP server puts the underlying data directly in reach of Copilot or your preferred AI platform.

END-TO-END COVERAGE

The full M365 user experience in view

A single gap anywhere in the chain, endpoint, network, ISP, or Microsoft's own service, leaves troubleshooting incomplete. TrueDEM covers all of it, with active end-to-end testing of the Microsoft 365 workloads, in end user context for every user, so nothing is left to guesswork.

The main benefit: minutes, not hours

TrueDEM is purpose-built for Microsoft 365 and focused on root cause analysis. It intelligently correlates data from endpoint, network, ISP, and Microsoft itself, so troubleshooting takes minutes instead of hours, with minimal staff involved. No need to pull in three different teams: TrueDEM already comes with the answer.

PROVEN IN PRODUCTION

Intersport

In the hybrid workplace, the most critical element is ensuring the technology works seamlessly and there is minimal disruption to work.

Fortune 100 US Finance

Proactive and data-driven infrastructure optimization recovers roughly 3,800 productive hours of their 35,000 knowledge workers per month.

Dräger

Troubleshooting is 2-3x faster with TrueDEM since all relevant data is available in one system, and we catch around 30% of all issues before users report them.