panagenda

OfficeExpert™

Digital Experience Monitoring

Hardware Refresh Strategy – How a ‘Data-Driven’ Approach Will Save $$$

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Actionable Insights

Overview

Enterprise Experience & Awards

2007

Initial software release:

- IBM Domino monitoring and ***data analytics solution***

2011

Company Expansion:

- New Domino application analytics and evaluation toolset
- Expanded company with new offices in North America

2013

Surpassed 450 customers:

- Customers in 40 countries
- Global licensing agreement with IBM

2015

Surpassed 700 customers:

- Customers in 75 countries
- Initial release of Enterprise E-Mail Analytics

2016

Transition to Microsoft:

- Design and architecture for OfficeExpert solution
- Began customer interviews and business requirements analysis

2018

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Focus on Microsoft 365:

- v1.0 Release of OfficeExpert
- Data analytics for Teams usage and Microsoft 365 performance

2023

Announced OfficeExpert v4

- Digital Experience Monitoring (TrueDEM)
- Teams Call Quality Troubleshooting
- Network Performance Monitoring
- **Real-Time Analytics**
- **Hardware Performance Tracking**
- **1M+ Endpoints Monitored for Microsoft 365 Performance**

Agenda

1. Overview and Introductions
2. Traditional Hardware Refresh Cycles
   ➔ Based on Legacy, Flawed assumptions in today's market
3. *NEW* Hardware Procurement Based on Performance
   ➔ Replace end-user devices with a poor digital experience rating
4. Monitoring Device Health for Performance Thresholds
   ➔ Finding the key trigger points that cause Digital Experience issues
5. Digital Experience Monitoring Solution Demo
   ➔ Tracking end-user device performance from anywhere
6. Questions & Answers

Replacing User Devices based on a Calendar?

Conventional hardware refresh cycles

Mandatory hardware replacements based on arbitrary dates!

Old School Mindset ---

- New software applications require faster hardware and more memory
- Old computers have chronic hardware failures after 3-years
- Updated operating systems require new PCs

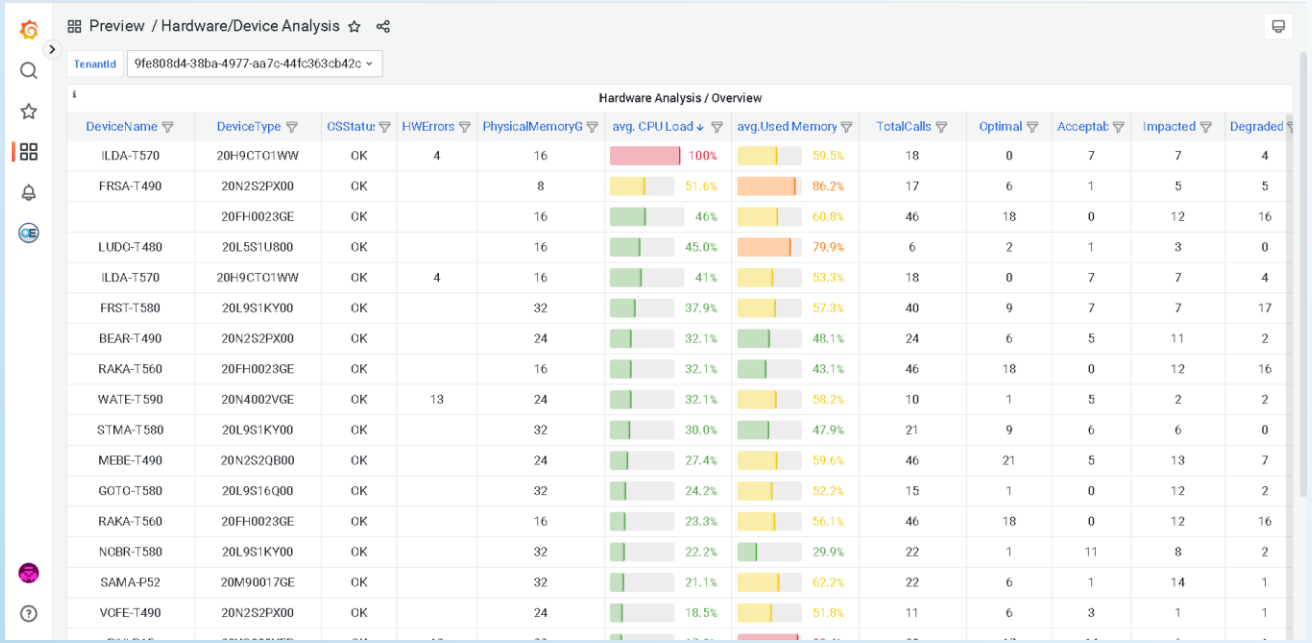
"You should change your end-user PCs every three to four years."

https://www.techopedia.com/7-steps-to-conducting-a-hardware-refresh-cycle/2/34760

Endpoint Monitoring: Business Value

European Internet Service Provider (8,000 users)

Key Findings: **80%** of the monitored hardware fleet comes back with **85%+** RAM consumption average



DeviceName	DeviceType	OSStatus	HWErrors	PhysicalMemoryG	avg. CPU Load	avg.Used Memory	TotalCalls	Optimal	Acceptab	Impacted	Degraded
ILDA-T570	20H9CTO1WW	OK	4	16	100%	59.5%	18	0	7	7	4
FRSA-T490	20N2S2PX00	OK		8	51.6%	86.2%	17	6	1	5	5
	20FH0023GE	OK		16	46%	60.8%	46	18	0	12	16
LUDO-T480	20L5S1U800	OK		16	45.0%	79.9%	6	2	1	3	0
ILDA-T570	20H9CTO1WW	OK	4	16	41%	53.3%	18	0	7	7	4
FRST-T580	20L9S1KY00	OK		32	37.9%	57.3%	40	9	7	7	17
BEAR-T490	20N2S2PX00	OK		24	32.1%	48.1%	24	6	5	11	2
RAKA-T560	20FH0023GE	OK		16	32.1%	43.1%	46	18	0	12	16
WATE-T590	20N4002VGE	OK	13	24	32.1%	58.2%	10	1	5	2	2
STMA-T580	20L9S1KY00	OK		32	30.0%	47.9%	21	9	6	6	0
MEBE-T490	20N2S2QB00	OK		24	27.4%	59.6%	46	21	5	13	7
GOTO-T580	20L9S16Q00	OK		32	24.2%	52.2%	15	1	0	12	2
RAKA-T560	20FH0023GE	OK		16	23.3%	56.1%	46	18	0	12	16
NOBR-T580	20L9S1KY00	OK		32	22.2%	29.9%	22	1	11	8	2
SAMA-P52	20M90017GE	OK		32	21.1%	62.2%	22	6	1	14	1
VOFE-T490	20N2S2PX00	OK		24	18.5%	51.8%	11	6	3	1	1

Timeline

1. **Customer reports rapidly declining internal CSAT scores**
2. **panagenda TrueDEM is deployed and recommendation is made to extend RAM capacity**
3. **Post change CSAT scores are up by 50%**

Defer Costly Hardware Refresh Cycles …

Estimated savings by waiting on unnecessary replacements

Example: 10,000 employee organization

- Replace hardware every 4-years (***25% = 2,500 users***)
- Estimated cost for new PC ***($1,000)***
- Estimated # of PCs to defer ***(50% or 1,250 devices)***

Savings: $1,250,000 yearly

Hardware Performance Indicators

Can we, and if so, why – consider Teams an appropriate KPI for hardware?

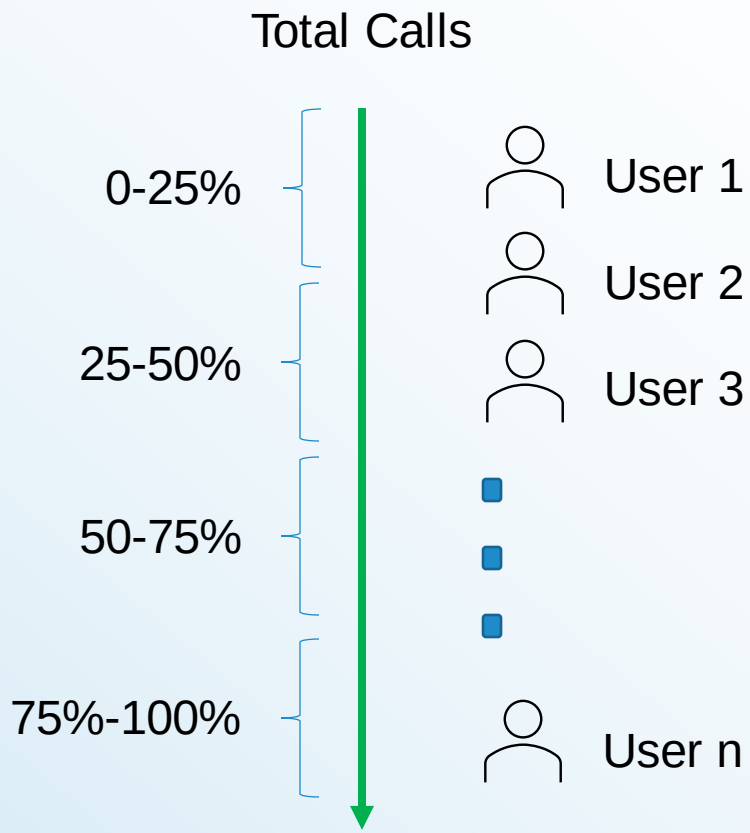
End-User Experience Metrics

- **Application that consumes large quantities of Memory?**
- **Requires fast CPU for optimal performance?**
- **Teams performance indicates underlying problems**

OfficeExpert – Device Analysis

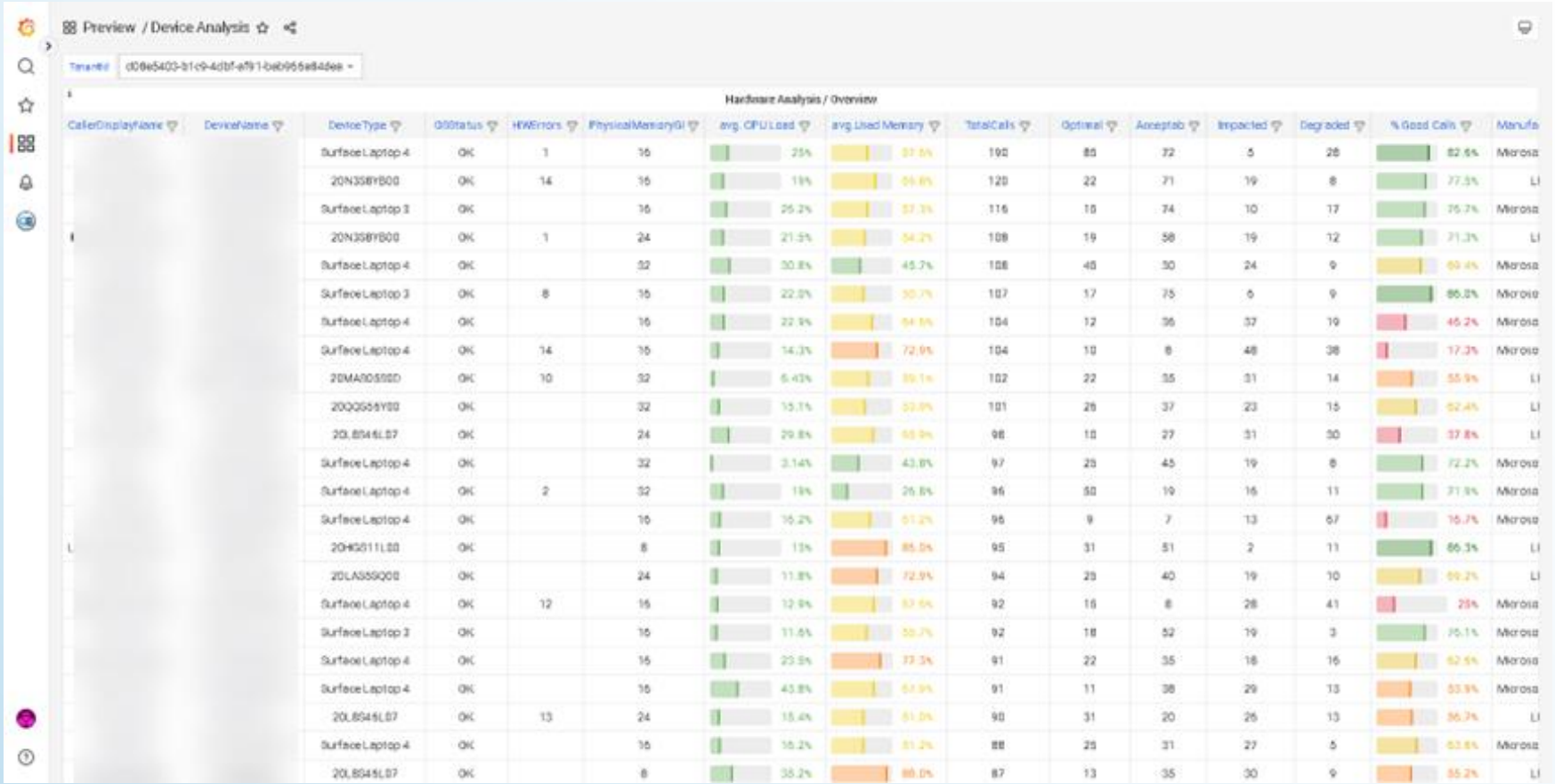
Sample report: users that do not need new hardware

- Total Calls (call intensity)
- Average CPU consumption
- Average Memory consumption



OfficeExpert – Device Analysis

Result: 14% of user devices



OfficeExpert – Roadmap

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What we are working on for device analysis

- Total Calls (call intensity)
- Average CPU consumption
- Average Memory consumption
- % Poor calls
- Hardware Errors
- Manufacturer
- Model
- Physical Memory

- Wifi Issues
- Latency Problems
- Media Relays used
- Battery Discharge
- ISP latency deviations
- Runaway processes
- Missing Windows Updates
- Unsupported headsets used

Proactive notifications, customizable thresholds


OfficeExpert™
Transforming Hidden Data
Actionable Insights

Transforming Hidden Data into Actionable Insights

End-to-End Visibility for Digital Experience Monitoring

Call Quality Troubleshooting
leverage detailed metrics to perform root cause analysis

Increase Productivity
quickly remediate call quality issues to improve the user experience

+100

Reports and Dashboards
for Digital Experience Monitoring

Spotlight Network Performance Issues
proactively identify users with ISP routing anomalies or poor performance from Home Office Wi-Fi

Identify Hardware Performance Issues
spotlight slow hardware that requires upgrade or replacement

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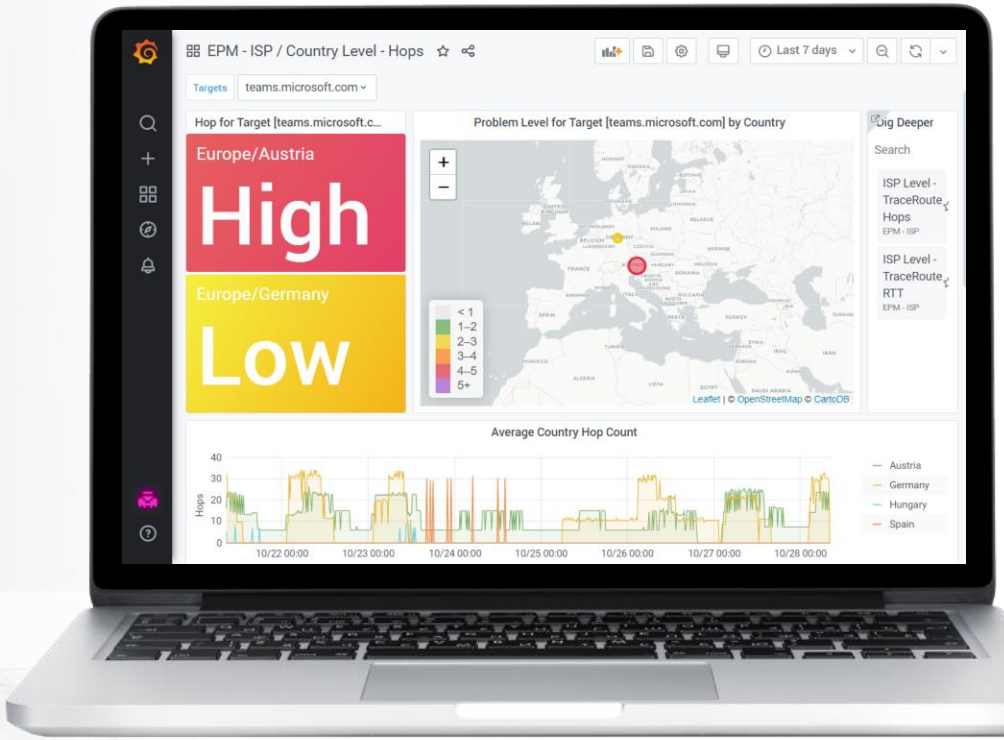
Demonstration



Actionable Insights

Business Value Summary

Actionable Insights for Teams Voice Deployments

Improves adoption of Teams Voice by enabling proactive remediation for unreported call quality issues

Accelerate ROI for Microsoft 365 by driving advanced functionality in Teams for improved collaboration

Reduced IT support time for call quality troubleshooting based on full visibility of user endpoint performance

Easy to Deploy SaaS Solution

1. No IT infrastructure to purchase
2. Secure data storage for analytics
3. Simple Web UI and API integration

Next Steps

Actionable Insights for Call Quality Troubleshooting

Offering free 30-day **production pilot ****

REGISTER Today!!!

** minimum 1,000 seats

Start gathering your **endpoint performance data now**

Signup for a call quality **assessment workshop**

www.**panagenda**.com

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Questions and Answers

Thank you

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