WEBINAR Series

panagenda
WEBINAR

Getting the Best of TrueDEM

Nov. 26th 2025

News & updates

Product Management & Consulting Team
panagenda

Your Team today

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Before We Start

All attendee lines are muted

This is to prevent interruptions during the presentation.

Please submit questions via the Chat or Q&A panel

Your questions will be addressed directly during the webinar or in the Q&A section after the presentation.

The webinar is being recorded

After the webinar, we will send you a mail to give access to the recording and presentation slides.

Share your feedback with us

Please let us know what we can do better.

Agenda

1. **What is TrueDEM?**
2. **Recently released**
3. **What are we working on**
4. **What did we deliver in 2025**
5. **Q & A**

TrueDEM

panagenda

Advanced Microsoft Teams Call Quality Analytics
&
End-to-end User Experience Monitoring for Microsoft 365

Comprehensive Data Insights

- Seamlessly integrated data from Microsoft 365 services, endpoints, and home & office networking, provides a holistic view of your digital workplace environment.

Actionable Analytics

- Providing 'single pane' perspectives and real-time dashboards with user-context specific, end-to-end insights for:

Effective troubleshooting and analysis

Data-Driven Decision Making

- Make informed decisions about network, device and resource allocation based on real user experience analytics and proactive pattern analysis.

Recently Released

Recently Released

Portal

- No changes since last time (Oct. 15th, 2025)

https://www.panagenda.com/kbase/display/OE/Release+Notes+OfficeExpert+TrueDEM

Recently Released

Portal

- No changes since last time (Oct. 15th, 2025)

Agent

- No changes since last time (Oct. 15th, 2025)

https://www.panagenda.com/kbase/display/OE/Release+Notes+OfficeExpert+TrueDEM

Upcoming releases

Agent

Until December 12th , 2025

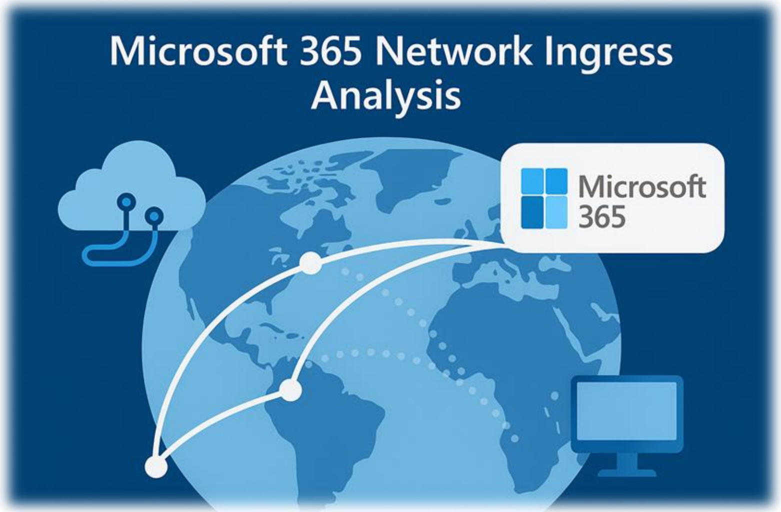
- Windows: v1.25.4 on public Enterprise Channel
- Windows: v1.25.6 on Insider Channel
- macOS: v1.0.27 GA Candidate

https://www.panagenda.com/kbase/display/OE/Release+Notes+OfficeExpert+TrueDEM

What are we working on?

Two topics *(but there is much more)*

Microsoft 365 Network Ingress Analysis



New TrueDEM Exchange Online Tests

Microsoft365 Network Ingress Analysis

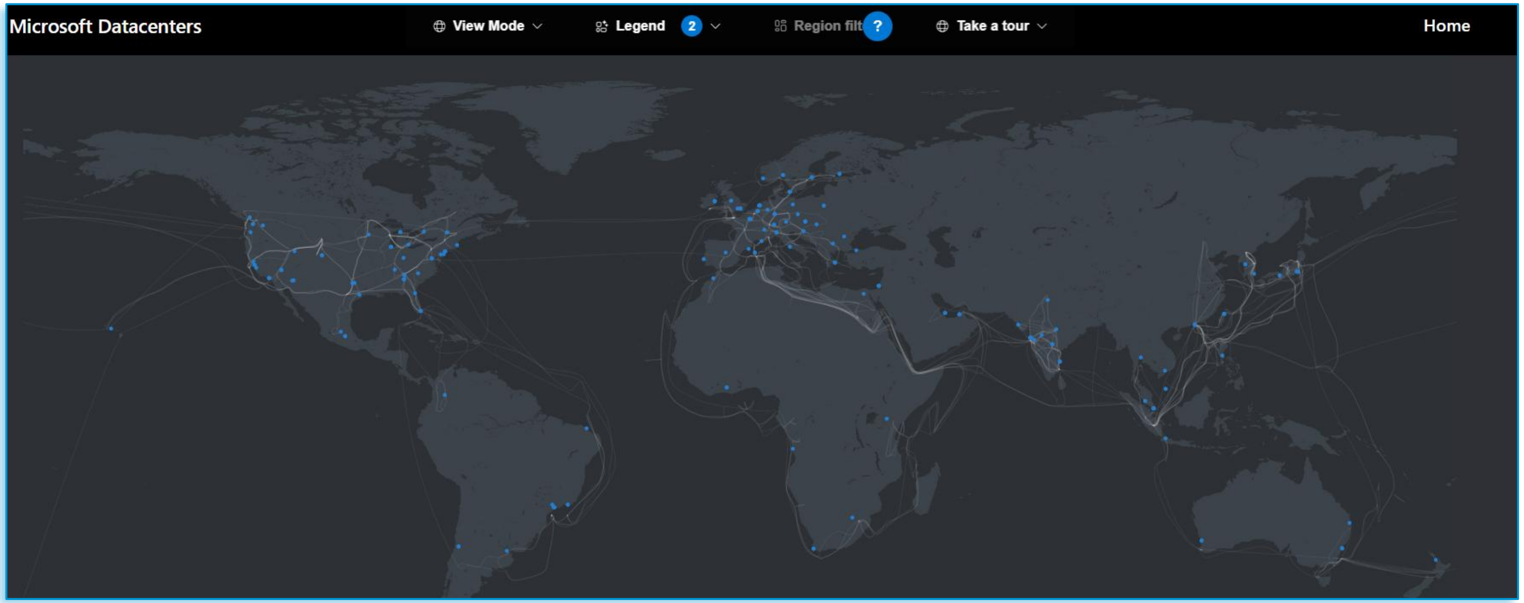
„Get users as close as possible to Microsoft Global Network!"

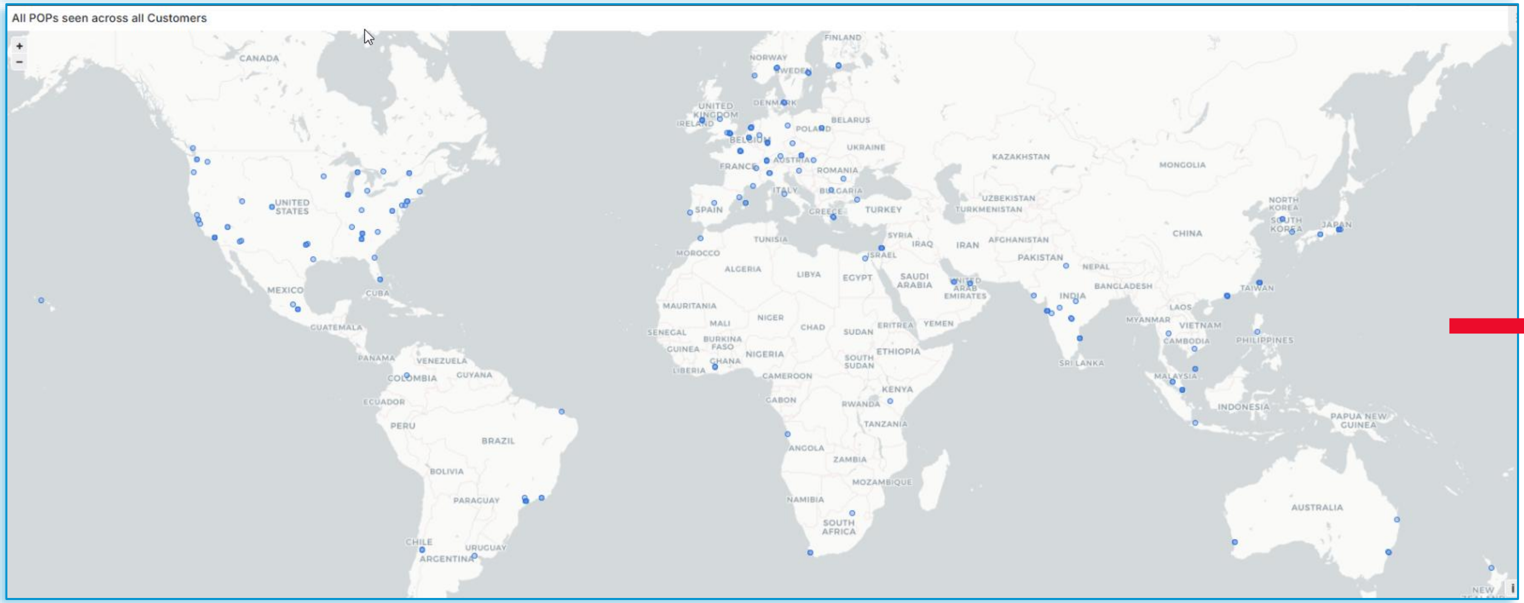
- Are my branch locations connecting to multiple datacenters?
- Where do my ISPs peer with Microsoft?
- Is the distance optimal?
- What is the connection latency?
- How often do users connect via suboptimal ingress points?
- Are any datacenters currently facing performance issues?
- ...

What are Influencing factors ?

- Internet Service Provider
- Intermediaries like Proxies, VPN, etc
- Local egress – no backhauling to Corp
- DNS
- ...

Microsoft365 Network Ingress Analysis





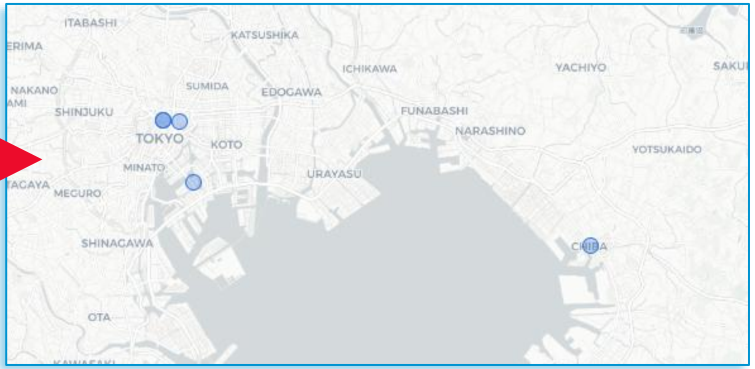
Microsoft Datacenters

+185 Network POP's (Point of Presence)

~60 Regions

https://datacenters.microsoft.com/globe/explore?view=map

TrueDEM identified **193** Network POP's

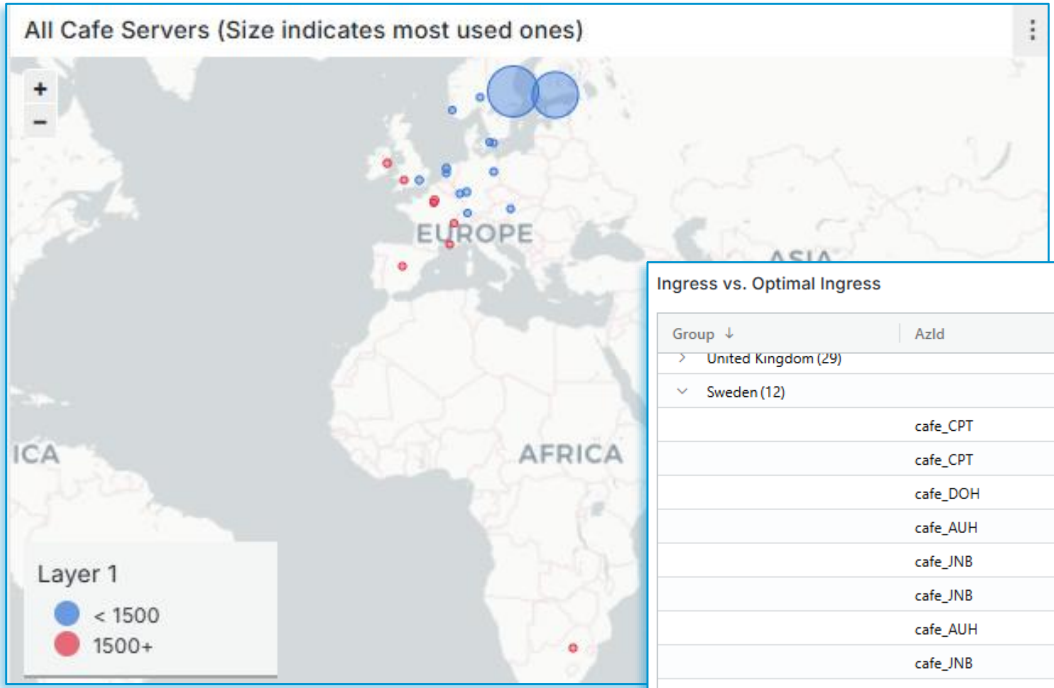


Location

- *Are my branch locations connecting to multiple datacenters?*
- *Is the distance optimal?*

Identify Locations (incl. underlying managed network) with sub-optimal Ingress Distance to Microsoft

Example: Users from **Sweden**



Ingress vs. Optimal Ingress

Group ↓	AzId	OptimalAzId	ManagedNetworkId
› United Kingdom (29)			
⌄ Sweden (12)			
	cafe_CPT	cafe_GVX	10
	cafe_CPT	cafe_GVX	10
	cafe_DOH	cafe_GVX	10
	cafe_AUH	cafe_GVX	10
	cafe_JNB	cafe_GVX	10
	cafe_JNB	cafe_GVX	10
	cafe_AUH	cafe_GVX	10
	cafe_JNB	cafe_GVX	10
	cafe_JNB	cafe_GVX	10
	cafe_CPT	cafe_GVX	10
	cafe_JNB	cafe_GVX	10
	cafe_AUH	cafe_GVX	10

Ingress vs. Optimal Ingress

Group	OptimalAz...	ManagedNetwo...	DistinctUs
⌄ Sweden (169)			
› cafe_GVX (44)			
› cafe_HEL (22)			
› cafe_HHN (5)			
› cafe_CPT (3)			
› cafe_DHR (8)			
› cafe_CDG (13)			
› cafe_SXF (6)			
› cafe_VIE (5)			
› cafe_GVA (1)			
› cafe_OSL (5)			
› cafe_LHR (10)			
⌄ cafe_DUB (9)			
	cafe_GVX	10	1
	cafe_GVX	10	1
	cafe_GVX	10	1
	cafe_GVX	10	6

Network POP's per Network

- *What is the connection latency?*
- *How often do users connect via suboptimal ingress points?*

Identify used Network POP's per Network

Example: Users on Network 10.172.10.0/24

by Azure Identifier

Group	ServerPredicate	AzId	Country	Distance	OpenSocket (ms)	AvgCold (ms)	AvgWarm (ms)	# of Users	How many times seen?
AFD (10)									
	FRA	NetworkPop_FRA34	Germany	3.3	351.1	384.6	36.3	245	12445
	FRA	NetworkPop_FRA	Germany	6.4	314.8	346.9	37.6	157	6459
	AMS	NetworkPop_AMS21	Germany	570	478.6	504.7	105.1	92	401
	VIE	NetworkPop_VIE	Germany	599.6	262.6	305.2	94.3	129	387
	BER	NetworkPop_BER30	Germany	226.9	402.2	617.8	236.9	77	129
	FRA	NetworkPop_FRA31	Germany	385.9	378.4	441.3	62.9	12	14
	LON	NetworkPop_LON34	Germany	857.1	301.8	339.3	37.5	10	11
	MUC	NetworkPop_MUC30	Germany	543.6	1,701	1,765.1	64.1	6	8
	LIS	NetworkPop_LIS01	Portugal	7	367	385	18	1	1
	PRG	NetworkPop_PRG01	Slovakia	501	92	140	48	1	1
cafe (24)									
AGS (8)									

Pivot Mode

Search...

- ServerPredicate
- AzId
- IngressType
- Country
- Distance
- OpenSocket (ms)
- AvgCold (ms)
- AvgWarm (ms)

Row Groups

IngressType

Values

Drag here to aggregate

Columns

Filters

Exchange Café per Network

- *What is the connection latency?*
- *How often do users connect via suboptimal ingress points?*

Identify used Exchange Cafe's per Network

Example: Users on Network 10.172.10.0/24

by Azure Identifier

Group	ServerPredicate	AzId	Country	Distance	OpenSocket (ms)	AvgCold (ms)	AvgWarm (ms)	# of Users	How many times seen?
cafe (24)									
	FR4	cafe_FRA	Germany	18	178	202.5	26.3	275	7962
	FR0	cafe_HHN	Germany	104.1	193.4	224.2	38.7	268	4239
	FR3	cafe_HHN	Germany	103.9	161.1	179.8	31.1	261	3448
	FR2	cafe_FRA	Germany	18.1	154.3	173.1	31.9	269	3155
	FR5	cafe_HHN	Germany	104	167.9	187	19.8	226	1021
	FRY	cafe_FRA	Germany	17.5	145.3	166.9	24.9	152	277
	AS4	cafe_AMS	Germany	184	265.2	285.5	28.9	21	31
	BE1	cafe_SXF	Germany	224.4	300.6	334.6	34.1	11	16
	AM0	cafe_AMS	Germany	210	171	194.3	23.3	7	7
	AM8	cafe_AMS	Germany	184	134.5	157.8	23.3	4	4
	CWL	cafe_CWL	Germany	857	149.3	183.3	34	3	3
	AM6	cafe_DHR	Germany	413	116	136.7	20.7	3	3
	CT2	cafe_CPT	Germany	9,400	681	852.5	171.5	2	2

Pivot Mode
Search...
Columns: ServerPredicate, AzId, IngressType, Country, Distance, OpenSocket (ms), AvgCold (ms), AvgWarm (ms)
Filters
Row Groups: IngressType
Values: Drag here to aggregate

Entries: 42

When did this occur?

When?

StartTimeUtc	AzId	Users
11/12/2025 11:30:00 AM	cafe_CPT	2

ISP's peering with Microsoft

- Where do my ISPs peer with Microsoft?

Poor > *3.000 km*
Below Recommendation > *1.400 km*
Optimal = *Optimal POP matches the detected POP*

Note: VPN can influence the numbers!

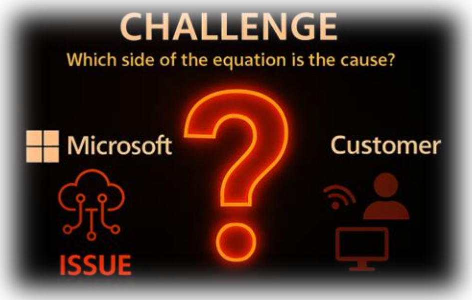
Identify where ISPs peer with Microsoft

Isp	Poor	BelowRecommendations	Optimal ↓
[illegible]	[illegible]	[illegible]	[illegible]
Airtel Broadband	7116	255	9112
Prime Telecom	30	8393	8299
ACT Fibernet	6101	247	8019
Vivo	2996	111	7978
Vodafone Romania	13	5594	7299
Deutsche Glasfaser	14	1	7293
StarHub	229	33	6483
Telekom Romania	26	5831	6059
Softbank BB	756	478	5892
Orange Romania	8	5833	5794
Vodafone Germany	24	0	5700

Microsoft Problems ?

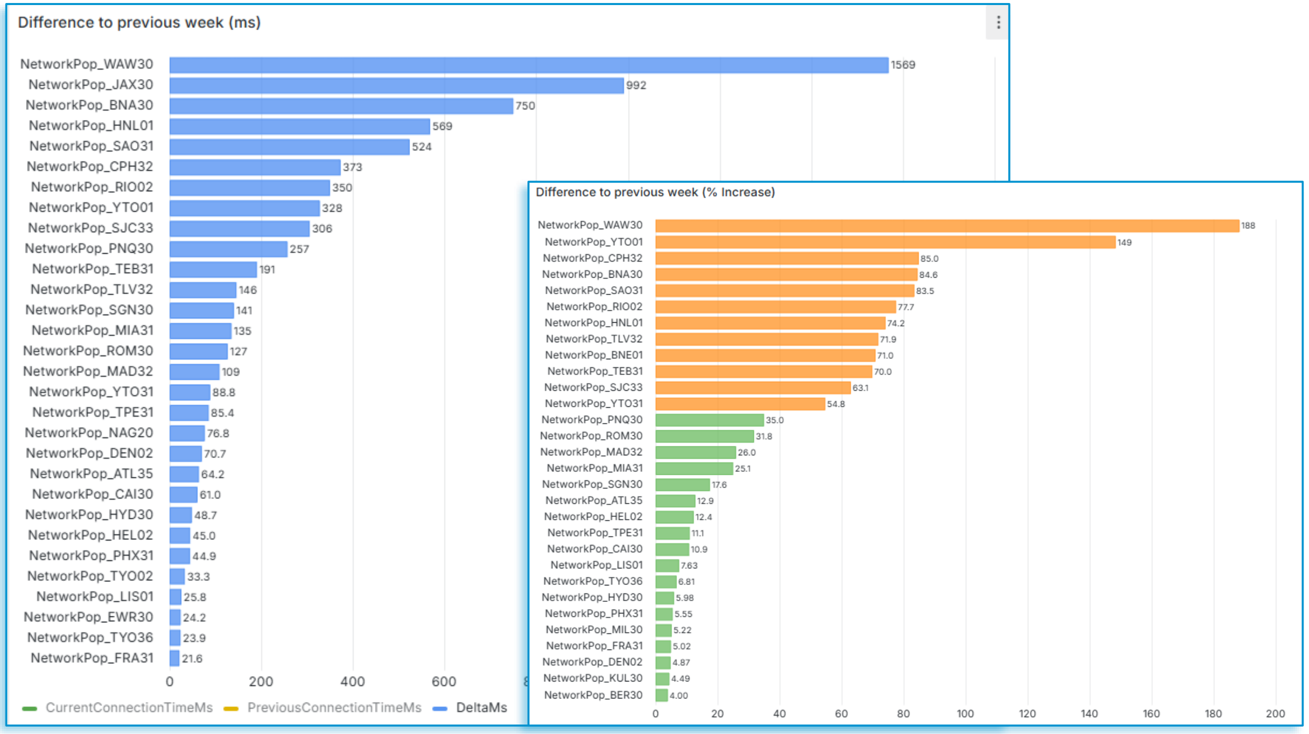
- Is any Microsoft datacenter experiencing performance issues right now?

Possible Indication: Is Microsoft redirecting Users?

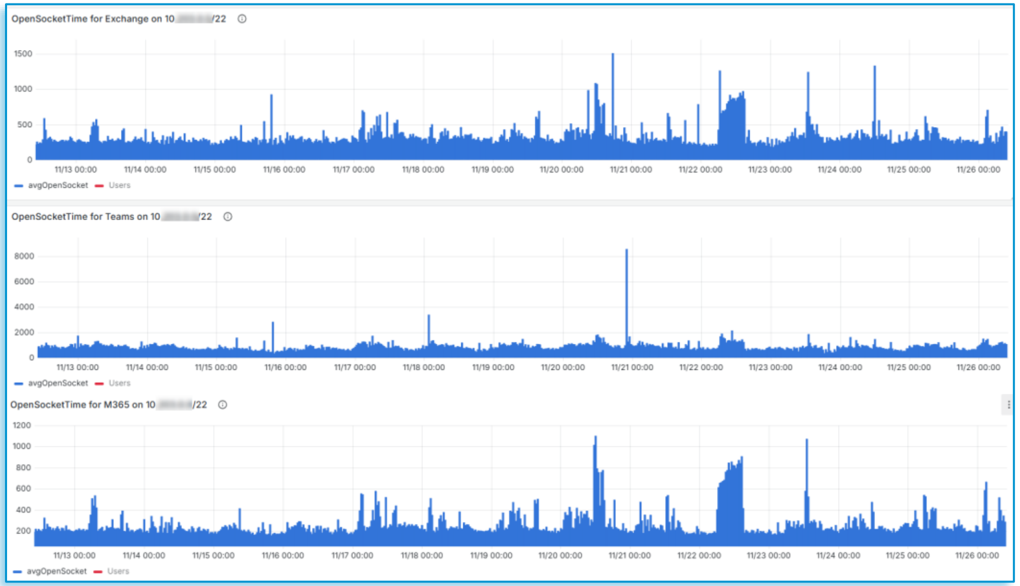


Differences to previous week?

Proactively identifying that users on these points of presence (POP's) are likely to encounter performance issues

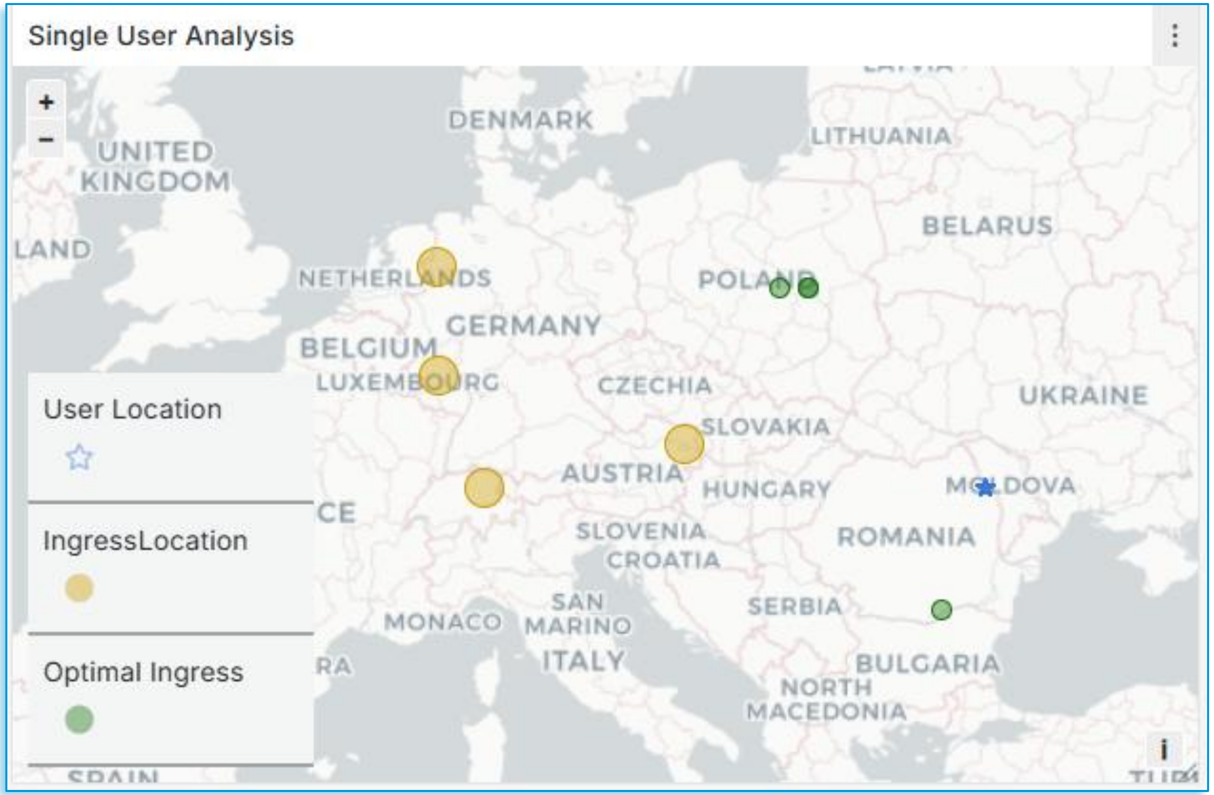


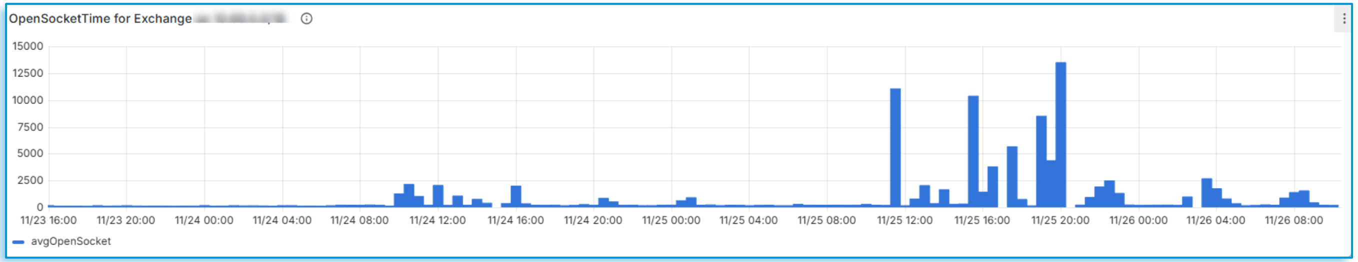
Trending



Single User Perspective

- *What is the connection latency?*
- *How often does the user connect via suboptimal ingress points?*





New TrueDEM Exchange Online Tests

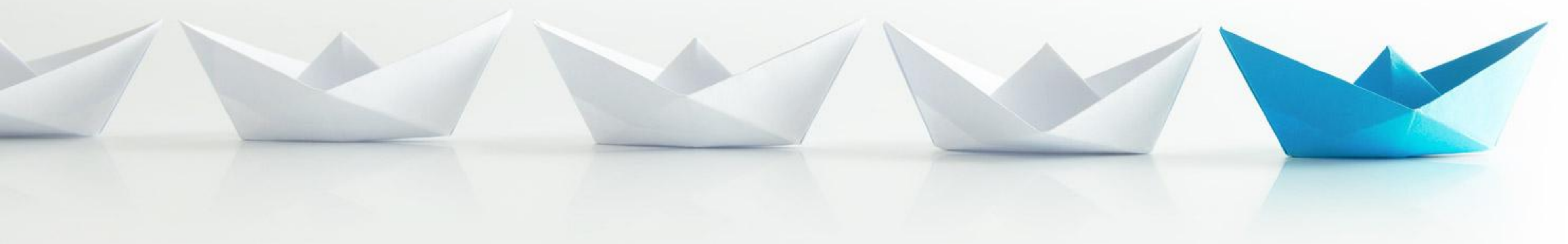
- **New OWA Performance Monitoring**
  (config retrieval; connection test; search operation)
- **Shared Mailbox Access Insights**
  (normal geo delay or emerging performance problems?)
- **E-Mail Flow Visibility**
  (Early visibility into potential mailflow problems)
- **Autodiscover DNS Redirection**

Will provide answers like…

- *Is shared mailbox access fast or slow?*
- *Are there latency issues (regional or cross-farm)?*
- *Is the problem due to configuration or server responsiveness?*
- *Are there any mail flow problems?*
- *Is there any autodiscovery name resolution delay?*


```
"Open_SharedMbx": {
  "Key": "Open_SharedMbx",
  "ExecutionTimeInMs": 96,
  "LastRedirectUri": null,
  "HttpStatusCode": 200,
  "HttpReasonPhrase": "",
  "Success": true,
  "ProxyUsed": false,
  "AuthenticationUsed": true,
  "Output": {
    "FrontendServer": "VI1PR0102CA0028",
    "IngressReg": "VIE",
    "TargetIngressRegion": "CDG",
    "MbxServer": "PRAPR09MB5529.eurprd09.PROD.OUTLOOK.COM"
```

What did we deliver in 2025



TrueDEM in 2025 - Some numbers

- **7 Webinars (~285min)**
- **7 Portal releases**
  - With >60 new / improved / fixed features
- **0 TrueDEM Manager releases since Nov. 2023**
  - This is amazing, because our customers did not have to perform any upgrades via Intune, SCCM, etc.
- **5+ Windows Agent releases**
  - In both Insider and public Enterprise Channels
- **5+ macOS Agent releases**
  - Early Access Program
  - GA in December 2025

TrueDEM in 2025 - Highlights

- **Full VDI Support for Teams Call Quality Analytics**
  - Both WebRTC & SlimCore optimization are supported
- **macOS Agent**
- **Managed Networks Call Overview Report**
- **Teams Relay Region Analysis Report**
- **Call Insights**
- **New M365 workloads added**
  - Copilot
  - M365 Office Apps
  - Viva Connections
  - Search
- **Modernized / Improved / Enhanced**
  - User Experience page
  - Call Quality Debug Level page
  - Live Teams Call Status page

And more to come in 2026 !

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Getting the Best of TrueDEM

-January News & Updates-

January 21st, 2026 | 16:00 CET | 10:00 am EST

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QUESTIONS?

THANK YOU!