

# Support for Microsoft Teams

Improve the collaboration that keeps your business running

Performance and experience management to optimize Microsoft Teams, as part of your hybrid, multi-vendor ecosystem.

Organizations are accelerating deployment of collaboration tools to meet the requirements of the modern workforce. With a mix of vendors across cloud and on-premises infrastructure, these deployments are becoming increasingly complex.

Leveraging our powerful hybrid Prognosis platform, IR's solutions can provide critical insight needed to deliver user satisfaction, improve employee productivity and ensure the success of your deployment.



Bring better insights to your collaboration environment



Improve productivity through seamless collaboration



Proactively solve problems to enhance employee engagement

## How IR can help optimize Microsoft Teams

### Migrating to Teams, Seamlessly

Assess, test, troubleshoot, and resolve problems across all your platforms before, during and after deployment. With constant monitoring across your existing platform and your Teams environment, we can help you proactively find, troubleshoot and resolve issues as they occur to keep your project on time.

### Understanding User Experience

Conversation details, call quality data and customized reports provide better insights to proactively address issues, ultimately improving user adoption and maximizing the return on investment of your technology investment.

### Identify Voice and Video Issues outside of Teams

Gain system and network visibility, deep SBC and SIP support, outside-in testing, and Voice Quality 360, across Microsoft Teams and other platforms. While Microsoft's in-built tools focus on their own platform, IR's solutions provide visibility across your entire ecosystem to quickly pinpoint issues and decrease your mean-time-to-resolution.

### Holistic Visibility of your Collaboration Environment

Collate data from multi-vendor technologies across on-premises, cloud and hybrid environments, and gain end-to-end visibility of your ecosystem with the ability to drill down and identify issues from a single pane of glass.

# IR Solution for Microsoft Teams



## Proactive monitoring and alerting of the end user experience and identify problems quickly

- Identify Microsoft 365 services and eco-system issues
- Flexible and configurable alerts for call quality, Microsoft services, Microsoft Rate My Call, meeting and large conferences failures, VIP/Executives, and more
- Identify problems affecting remote workers



## Analyse performance to gain insight into user experience, adoption and the impact of issues

- User experience feedback to understand systemic issues
- Quickly detect issues across all areas through trends and visual alarms
- Track devices, clients and software versions and their impact to experiences to facilitate maintenance and roll outs
- Analyze user experience and performance before, during and after migrations



## Troubleshoot and diagnose issues quickly to improve call and meeting quality, and maximize productivity

- Complete visibility into call and meeting quality across users and locations
- Search and drill down into users, calls, meetings, and more
- Diagnose problems across SBCs, Microsoft Direct Routing, network, WiFi, devices, headsets.
- Prescriptive network troubleshooting and resolution guidance



## Outside-in testing and alerting to monitor availability and configurations for external facing experiences

- SBCs, Microsoft Phone System, Auto-attendant, IVR systems, integrated Contact Center systems, and more



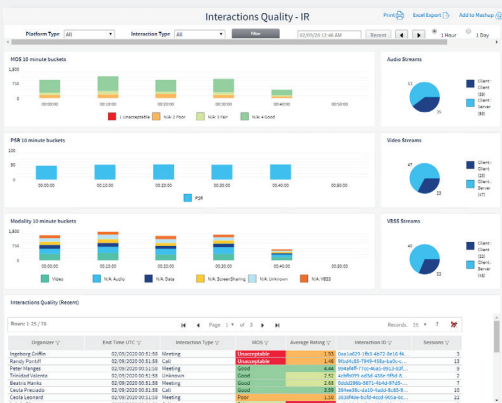
## Performance management and monitoring across major collaboration

- Cisco, Avaya, Skype for Business, Microsoft Teams and more
- Zoom and Cisco Webex Meetings (coming soon)
- Single solution across collaboration and Contact Center solutions

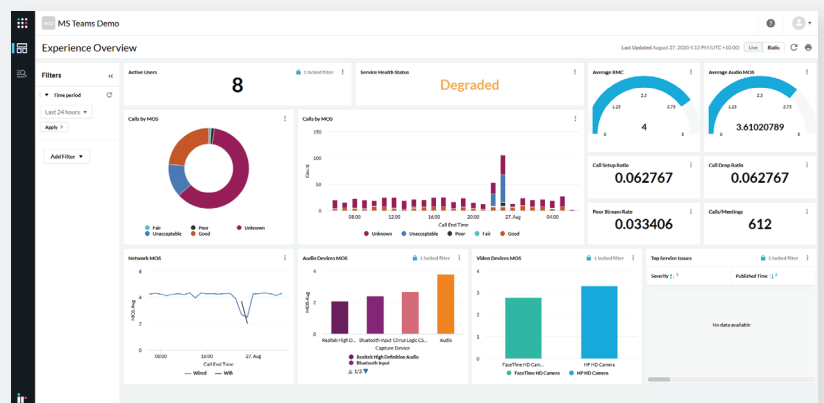
## Complete Solution to Give you the Insights You Need

Our next generation Prognosis platform delivers complete experience management solutions for Teams. Equipping you with the flexibility to manage your evolving collaboration journey and deliver a superior user experience across all platforms, IR provides a complete solution, that can be deployed on-premises or in the cloud.

### Prognosis Server



### Prognosis Cloud



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