



Im Praxistest

Microsoft Teams Performance im hybriden Arbeitsalltag

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Wir machen Ihre Daten raffiniert

Sprecher



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Agenda



- 1** Cloud Performance im hybriden Alltag (10 min.)
- 2** End to End Monitoring – OfficeExpert (5 min.)
- 3** Probleme – Lösungen (25 min.)
- 4** Fragen & Antworten

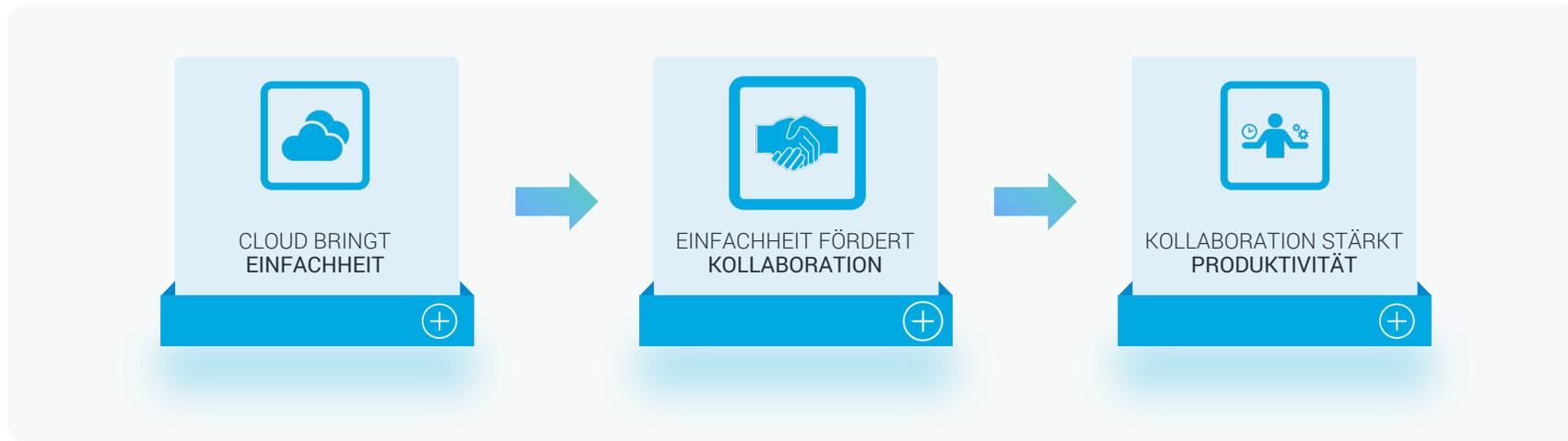


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Cloud Performance im hybriden Alltag

Cloud Performance ist Essentiell



Client Devices; Verbindungen

Teams Client v2.0; Azure Infrastruktur; u.v.m.

Schlechte Performance? Was tun?

- “Suche nach der Nadel im Heuhaufen”
- Wer ist schuld?
- Viele individuelle Tools

Desktop Support



Network Support



Microsoft Cloud



External ISP



Was bietet mir Microsoft?

call quality dashboard
 teams analytics
 teams admin center
 call health
 admin center
 connectivity test
 connectivity

Stefan Fried
 Product Manager & Senior Consultant
 Start a chat
 Send email
 Austria

7-DAY QUALITY

7-DAY ACTIVITY
 13 Meetings
 24

Call health
 Your call is receiving data. Most metrics refresh every 15 seconds. [Learn more](#)
 Last updated at: 15:50:05

Projected impact of Microsoft Teams
 Jul 01, 2019 9:16:15 PM PDT

Network site	Type	Impact	Audio	Video	Screenshare	Office 365 server traffic	PSTN
Seattle HQ	WAN	6.0835 Mbps	1.2177 Mbps	6.944 Mbps	2.555 Mbps	0.8384 Mbps	1.2051 Mbps
1000 network users	Office 365	13.159 Mbps	1.9362 Mbps	7 Mbps	6.76 Mbps	2.9344 Mbps	0 Mbps
Kirkland	WAN	10.7135 Mbps	0.819 Mbps	5.296 Mbps	2.555 Mbps	0.8384 Mbps	1.2051 Mbps
400 network users	Office 365	0 Mbps	0 Mbps	0 Mbps	0 Mbps	0 Mbps	0 Mbps
Denver	WAN	0 Mbps	0 Mbps	0 Mbps	0 Mbps	0 Mbps	0 Mbps
250 network users	Office 365	5.1408 Mbps	0.4538 Mbps	2.648 Mbps	1.515 Mbps	0.524 Mbps	0 Mbps

Audio Streams Monthly Trend

Screen Sharing

- ✓ If you use a proxy server, distance from your location and time to connect
- ✓ Virtual private network (VPN) you use to connect to your organization
- ✓ VPN Split Tunnel

Health Indicators

Rate < 3%
 Rate < 3%
 Rate < 3%

Rate < 1%
 Drop Failure Rate < 3%

Feedback
 Poor Feedback Rate < 5%

Media Health | Media Setup | Media Reliability | Audio Health | Audio Health Details | Video Health | Video Health Details | Sharing Health | Sharing Health Details | Transport | Estimated



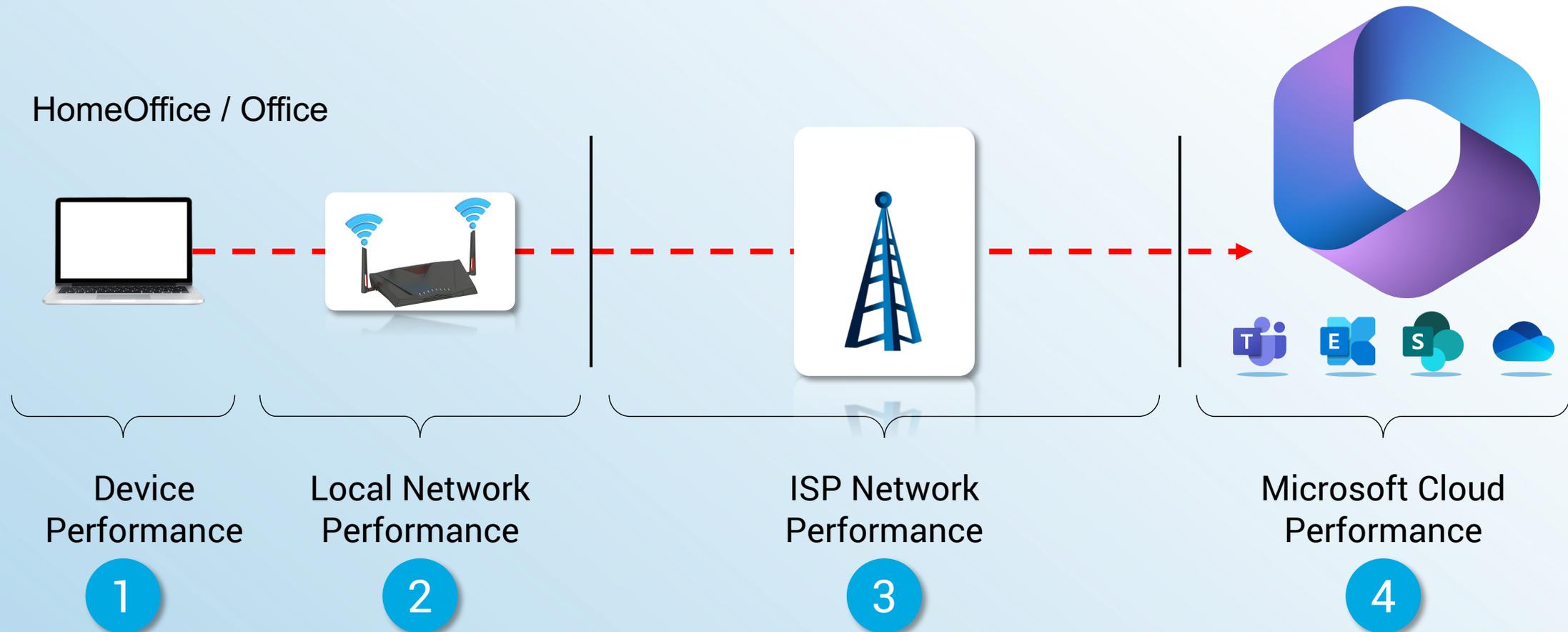
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End to End Monitoring OfficeExpert

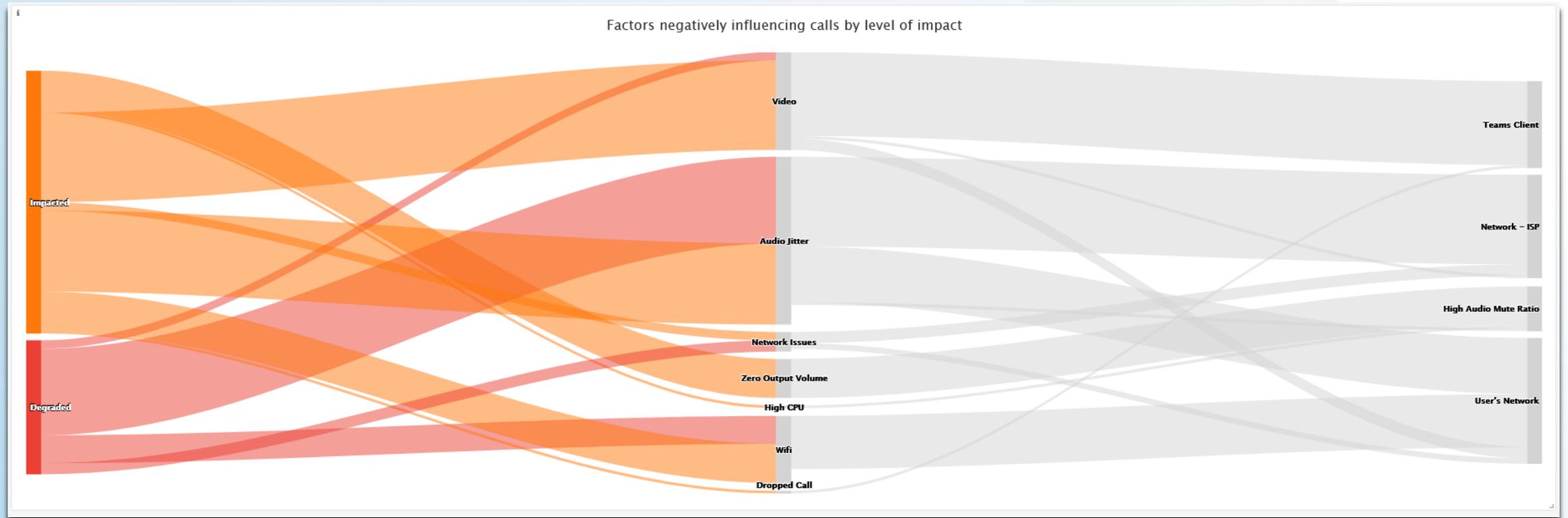
Monitoring der End-to-End Benutzer Experience

Fokus auf "Area of Responsibility" | Welcher Bereich ist dafür verantwortlich?



Area of Responsibility

Beispiel: Analyse der Anrufqualität-Performance für einen User



Lösung: OfficeExpert TrueDEM

Azure-basierte Lösung, die die End-to-End-Kette vollständig abdeckt.



SICHERHEIT

- ▶ Client Applikation, die keine Admin Rechte benötigt
- ▶ Es werden zu keinem Zeitpunkt Zugangsdaten gespeichert
- ▶ Daten werden bei der Übertragung vollständig verschlüsselt



NEUE MONITORING-METHODEN

- ▶ User Authentifizierung via Azure AD
- ▶ Lückenlose End-to-End scans
- ▶ Geringer Platzbedarf ohne Beeinträchtigung der Geräteleistung



VERTEILUNG

- ▶ Von Microsoft kompilierter und signierter Quellcode
- ▶ Auto-update managed via Windows Update Policies

TrueDEM Technologie

(True Digital Experience Monitoring)





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Probleme & Lösungen

Performance Probleme

- ▶ Verbindungen
- ▶ Devices
- ▶ Calls



**Call Analytics/
Call Quality Dashboard
zeigt immer alles
Grün an**



Microsoft 365 Warnmeldungen & deren fehlende Transparenz





Fragen & Antworten

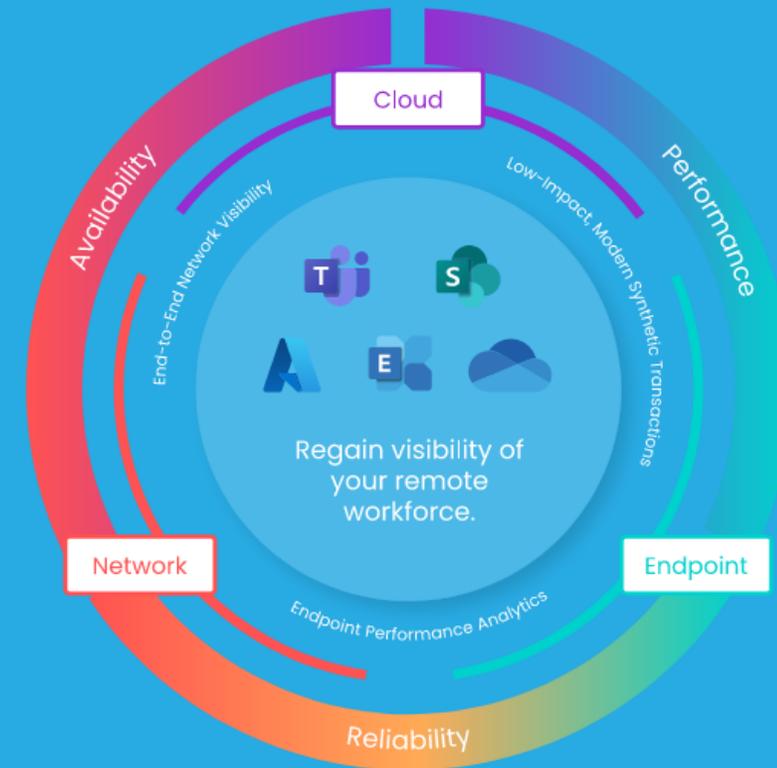
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OfficeExpert TrueDEM

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Break through the complexities of improving true digital experience. Receive actionable insights from the end-user perspective, regardless of where they work.

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DANKKE!



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