



# Digital Experience Monitoring Solution for M365

## Actionable Insights for Microsoft 365 Performance Improvements

In the world of IT management, it is easy to forget that *the primary focus should be on supporting people, not machines*. The new world of “work-from-anywhere” places a burden on IT support groups to maintain an *optimal digital experience for performance quality* wherever users are working.

*OfficeExpert provides detailed, end-to-end performance data from all endpoint devices – Network, CPU, Memory Usage and Apps*. The information is gathered from localized agents running on computer endpoints, which provides the most accurate metrics to measure performance and identify digital experience issues.



**Quickly Troubleshoot Teams Call Quality Issues**



**Monitor Network Performance for Remote Workers**



**Identify Hardware Limitations for Devices**



**Track Cloud Service Performance for M365**

## Key Features

### Real-Time Digital Experience Monitoring

Evaluate metrics on local network and device performance, plus ISP response times, to optimize employee hardware tuning and home office network optimization.

### Proactive Troubleshooting Dashboards

All telemetry data for Teams calls and meetings are gathered as they happen and transmitted back to the central performance monitoring database which powers *Digital Experience dashboards*.

### Faster Analysis and Remediation for Reported Issues

IT operations and technical support groups can quickly analyze VoIP call quality performance from user endpoints to perform root cause analysis and remediate issues quickly.

Panagenda software solutions provide in-depth analytics and optimization of IT collaboration environments including Microsoft 365. Our experienced solutions architects, consultants, and developers support customers in over 70 countries including 10 million user endpoints.



# Proactive Approach to Digital Experience Optimization



## Monitoring the “Last Mile”

Employees expect an exceptional digital experience, no matter where they are working. Now IT Operations can measure and optimize their employees’ digital performance levels, especially for users working remotely.



## Improve User Productivity

Some employees may never contact the helpdesk about performance issues. OfficeExpert enables IT Operations to identify those user proactively and apply fixes.



## Proactive Remediation

Leverage real-time insights necessary to resolve issues before they escalate. Being proactive leads to an improved digital experience, better customer service, and higher employee satisfaction.



## Enable Data Driven Decisions

Make remediation decisions based on accurate performance metrics and apply fixes at scale across every impacted device to stop repetitive incident management.



“ Using OfficeExpert we were able to spotlight major problems with network routing and hardware limitations. Using new, data-driven insights we were able to fix the issues and improve user productivity. ”

**IT Engineering Manager - Unified Communications**  
Financial Services Group – Corporate IT Services

[info@panagenda.com](mailto:info@panagenda.com) | +1 617-855-5861

For more information about our digital experience monitoring solution for Microsoft 365 contact your sales representative or visit our website.

[www.panagenda.com](http://www.panagenda.com)

