PRODUCT SHEET
DIAGNOSTICS

A software and services tool that proactively measures the real-time performance of your Microsoft Skype for Business environment.

AS TECHNOLOGY BECOMES MORE COMPLEX, IT'S ALL TOO EASY FOR COMMUNICATIONS TO FAIL

Communication tools such as Skype for Business are highly effective, but their deployment does not guarantee immediate success. The volume and variety of today's electronic communications are causing many organisations to struggle to meet their monitoring and compliance obligations, as demands increase on both technical and human resources; for example, the need for greater bandwidth and the ability to identify technical issues quickly. This can negatively impact business productivity and revenue, so understanding what's going on behind the scenes of your UC environment is critical.

DIAGNOSTICS: A SIMPLE DATA-DRIVEN APPROACH FOR IMMEDIATE INSIGHTS:

Modality Systems' Diagnostics proactively measures the real-time performance of your Skype for Business environment. Purpose-built, it's quick to deploy, simple to use, and provides a complete picture of the health, utilisation and the performance of your estate. By continuously testing all elements of your environment - from servers and networks to applications and devices - you can uncover early indications of trends and potential issues before they impact performance or user experience.

BUSINESS BENEFITS:

Return on Investment
Maximise your investment in Microsoft's collaboration suite through continuous service improvement. Working continuously in the background, Diagnostics gives specific indications of network performance or technology adoption areas that require attention.

Greater efficiencies
Reduce the human and financial costs of diagnosing problems across networks and devices. Diagnostics uses Microsoft's Power BI reporting to highlight pain points in a format that is readable and detail-focused, reducing the need for arduous investigation work up-front.

Increase adoption
Improve the user experience of Skype for Business through service optimisation. Are users blaming the platform for bad call quality when the problem is their headset? Diagnostics reporting can delve into this level of detail to ensure ongoing user adoption success.
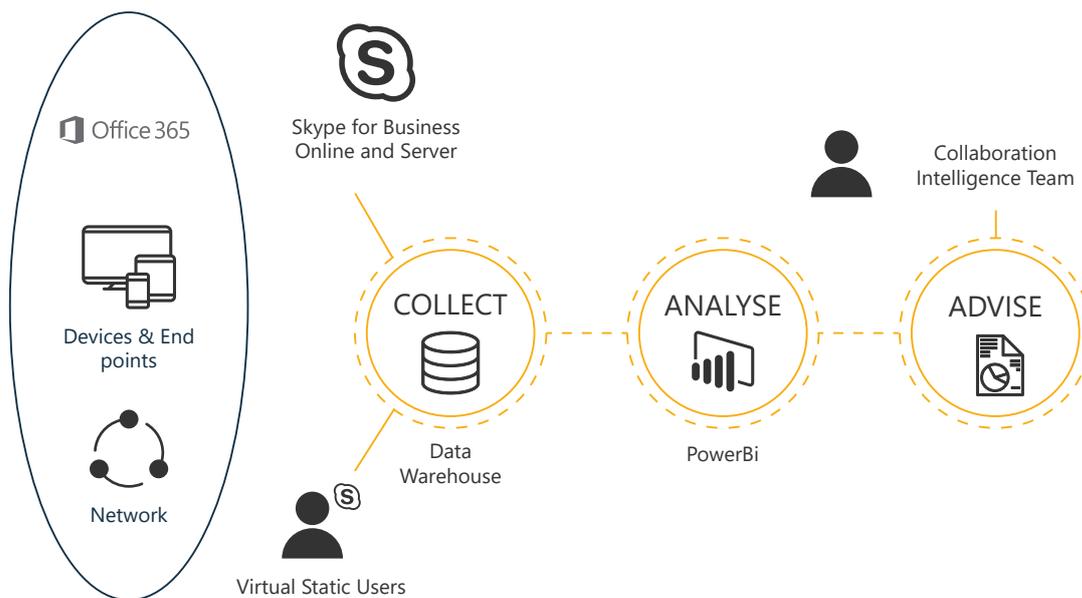
Data-driven insights
Identify trends and generate detailed reports to drive decision making. Tracking specific data points over time can help to quantify whether IT initiatives are succeeding and inform investment plans for the future.

HOW IT WORKS

- Diagnostics brings Skype for Business Server usage, network performance, application information and device information together to deliver end-to-end insights into performance.

- Virtual Static Users run invisibly in the background of Skype to make real calls cross the network.

- Microsoft's Power BI is used to analyse the data and deliver reports to inform decision making and drive continuous improvement.

- For organisations with limited skills or those who want to outsource this function, Modality Systems' intelligence experts can proactively interpret the data for you and provide actionable next steps.

Office 365

Devices & End points

Network

Skype for Business Online and Server

Virtual Static Users

COLLECT

Data Warehouse

ANALYSE

PowerBi

ADVISE

Collaboration Intelligence Team

WHY MODALITY SYSTEMS?

At Modality, we understand the common pain points that can sometimes derive from digital transformation projects. We understand that workplace collaboration differs across organisations, and generations and encouraging your teams to work together when they have conflicting priorities and preferred ways of working can be challenging.

We're here to help.

Award-winning communication and collaboration organisation Modality Systems has been delivering Microsoft Intelligent Communication solutions to companies worldwide for nearly a decade. Backed by a comprehensive consultancy team of UC experts we will work with you to deliver the best solution for your business, ensuring the adoption, usage, security, and governance of your systems is of paramount importance.

For further information or to book a complimentary consultation, please contact enquiries@modalitysystems.com