

Empowering Enterprises with Enhanced Microsoft Teams Monitoring

Limited Visibility Slows Teams Issue Resolution

Microsoft Teams powers modern collaboration, but dropped calls, lagging meetings, and performance struggles can derail productivity. The challenge? Ensuring seamless Teams interactions anytime, anywhere, on any device while maintaining optimal performance across a distributed workforce.

IT and service desk teams are often left in the dark when it comes to Microsoft Teams performance issues. Without visibility into network conditions, device performance, and application health, IT teams struggle to diagnose and resolve problems efficiently. When employees report poor call quality or disrupted meetings, fragmented data sources force IT into reactive, time-consuming troubleshooting.

Get Deep Visibility into Teams with Riverbed Aternity

Riverbed Aternity provides IT with deep visibility into Microsoft Teams performance, enabling faster issue resolution and a smoother employee experience. With built-in dashboards, Aternity simplifies Teams performance monitoring, allowing organizations to proactively detect, analyze, and resolve call quality issues. This ensures reliable communication, seamless collaboration, and enhanced productivity across the modern workplace.

With advanced workflows and AI-driven insights, Aternity empowers IT teams to proactively diagnose and address performance issues before they impact collaboration.

Analyze Degraded Calls

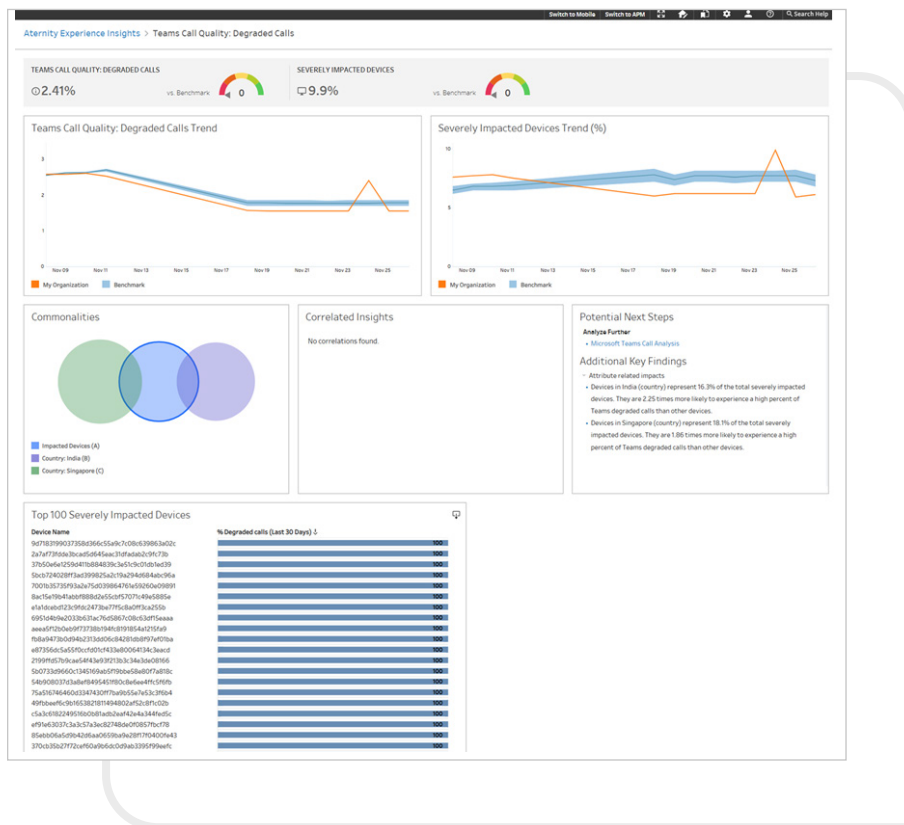


Figure 1: The Teams Call Quality (Experience Insights) report provides a comprehensive view of call quality trends, identifying degraded calls, benchmarking against industry standards, and highlighting severely impacted devices.

Comprehensive Performance Insights and Optimization

Key Capabilities	Benefits
End-to-End Visibility	Track Teams performance across endpoints and networks for seamless collaboration. Equip IT teams with insights to detect and resolve issues proactively.
Proactive Monitoring & Troubleshooting	Identify and resolve application errors, network driver conflicts, and device issues before they escalate. Detect severely impacted devices and benchmark performance against industry peers.
Advanced Call Quality Metrics	Identify degraded calls, benchmark quality, and diagnose root causes. Analyze device and network factors affecting call quality with targeted recommendations.
Intelligent Insights & Automation	Drill down into commonalities causing performance issues with Euler Charts and correlated insights. Leverage AI-driven recommendations and automation to streamline resolution of network and software issues.
Optimized Cache Management	Enhance Teams performance with improved cache visibility and advanced remediation techniques.
Intuitive Dashboards	User-centric and top-down dashboards provide IT teams with analytics and trend analysis to improve decision-making.
IQ Assist Teams Remediation	Speed up issue resolution with GenAI-driven recommendations, helping IT quickly diagnose and resolve Teams performance problems.

Filter Severely Impacted Devices

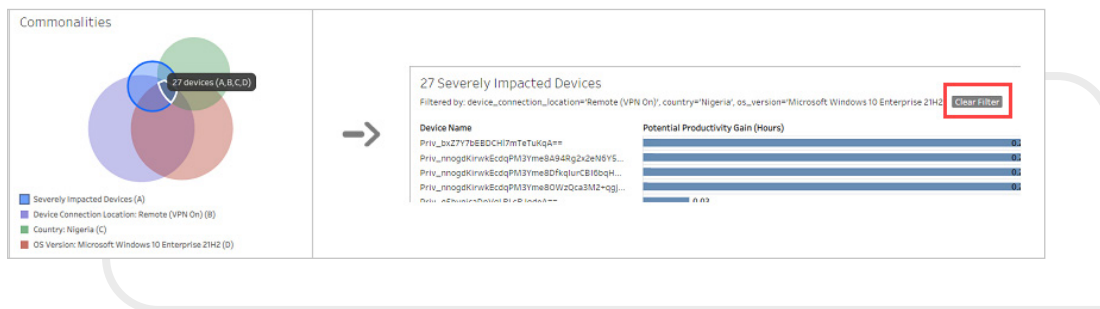


Figure2: Filtered by device connection location remote.

Enhance Collaboration Performance with Riverbed Aternity and UC Module

For enterprises seeking a comprehensive approach to collaboration performance, the Aternity integrates seamlessly with the Riverbed Unified Communications Module. The UC Module provides real-time, endpoint-centric visibility into communication tools like Microsoft Teams, Zoom, and WebEx, addressing challenges posed by remote work, Zero Trust architectures, and hybrid cloud environments.

By eliminating visibility gaps and equipping IT with actionable insights, the UC Module empowers organizations to optimize collaboration performance and maintain business continuity.

Key benefits include:

- **Real-Time Monitoring Across Communication Platforms:** Gain unified visibility into Microsoft Teams, Zoom, WebEx, Google Meet and more to ensure consistently high-quality digital experience.
- **Cross-Platform Performance Benchmarking:** Assess Teams call quality and network performance against industry benchmarks to proactively identify and resolve performance gaps.
- **Advanced Troubleshooting and IT Efficiency:** Streamline IT operations with a consolidated monitoring framework, enhancing incident response and improving the end-user experience.

Future-Proofing Microsoft Teams Performance

With Microsoft Teams at the core of workplace collaboration, enterprises need a solution that goes beyond simple monitoring to deliver proactive issue resolution and data-driven decision-making.

Riverbed Aternity enables IT teams to optimize Teams performance, boost productivity, and ensure a seamless digital experience for users across any device and location.

See Aternity in Action!

Visit: riverbed.com/aternity for more information.



About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users' experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the FORTUNE 100 – we are empowering next-generation digital experiences. Learn more at riverbed.com.