

# MAXIMISE YOUR MICROSOFT INVESTMENTS WITH DIAGNOSTICS

The purpose-built answer to continuous Skype for Business and Microsoft Teams service improvement

## UNDERSTAND, IDENTIFY AND RESOLVE

Modality Systems Diagnostics is purpose-built for Skype for Business and Microsoft Teams. It's quick to deploy, simple to use and provides a complete picture of the health, utilisation and performance of your Microsoft communications and collaboration environment.

Diagnostics is different. By using Virtual Static Users (VSU) to make real Skype for Business calls, true performance data can be gathered and easily interpreted using the unique Modality Stream Score.

It's much more than a remedial problem notification tool. 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.

The Microsoft PowerBI analytics engine at the heart of Diagnostics delivers flexible, role-based reporting. Armed with these insights, organisations can proactively manage performance, optimise the user experience and maximise the returns on your Skype for Business and Microsoft Teams investments.

Modality Systems Diagnostics delivers levels of simplicity, sophistication and deep insights unmatched by non-specialist tools.

## DELIVERING BUSINESS VALUE

### UNDERSTAND

The performance of your Microsoft communications and collaboration environment.

### IDENTIFY

Trends and generate detailed, actionable insights to drive decision making.

### MANAGE

Performance proactively to maintain a high quality user experience.

### REDUCE

The human and financial costs of chasing problems across networks/devices.

### ENCOURAGE

Skype for Business and Microsoft Teams usage and enterprise-wide adoption.

### MAXIMISE

Investments through continuous service improvement.

## A SIMPLE APPROACH FOR FASTER INSIGHTS

As the world's largest Microsoft communications and collaboration practice, we understand the business value of turning technical data into real world insights. It's why, having collected the data from multiple sources, we present the analysis in easy-to-use dashboards.

You can stay at the top level or dive down to gain deep insights into network routing or connection issues, to identify under-utilised services and the possible causes, and much more. Modality Systems Diagnostics is designed exclusively for Skype for Business and Microsoft Teams, so it knows exactly where to look.

## HOW IT WORKS

Diagnostics brings online, hybrid and on-premises data together with network, application and device information to deliver a complete end-to-end picture of performance. It works continuously and invisibly in the background – with Virtual Static Users (VSU) sending real Skype for Business calls across the entire network.

Once collected, the performance data is run through the powerful Microsoft PowerBI engine to create clear, easy to understand reports to inform decision making and drive continuous improvement.



## SUPPORTING DATA ANALYSIS & DECISION MAKING

For maximum value, Modality Systems Collaboration Intelligence experts can proactively interrogate, and help you interpret, the data – delivering clear and actionable insights into the performance of your environment. This is ideal for organisations with limited resources or skills, or for those wishing to outsource the function.