

Troubleshooting Microsoft Teams UCaaS in Transformed Wi-Fi Networks

Smart Edge Monitoring Resolves Executive-Level Performance Issue

OVERVIEW

The Challenge

- Planned Microsoft Teams global pharma rollout, including Contact Center operations
- Visibility gaps in identifying early MS Teams voice quality issues in Executive Suite

The Solution

- NETSCOUT® Smart Edge Monitoring, including nGeniusONE® Service Assurance platform, InfiniStreamNG® and vSTREAM® appliances, and nGenius®PULSE & nPoint sensors
- NETSCOUT Premium Services Engineer

The Results

- Efficient, cost-contained approach to resolving executive-level MS Teams performance issue
 - IT-recommended practices established for global MS Teams rollout
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Customer Profile

This leading pharmaceutical company's sustained financial gains are directly connected to their continued Research & Development (R&D) efforts, as well strategic acquisitions that expanded their portfolio to reach new markets.

The company realized these financial successes across long-term hybrid workforce operations, with R&D, Contact Center, Manufacturing, and Business Operations intermittently moving between corporate facilities and remote offices at the client edge of the network.

The Challenge

In one of several IT Operations projects, the company planned to transition from hardline desktop phones to a Microsoft Teams unified communications as a service (UCaaS) solution. Upon project completion, the company's application- and PC-based telephony services would be run on MS Teams.

Since so many employees remained in remote offices, the timing of this transition was designed to minimize impact to on-site business operations at corporate locations involved in this desktop voice migration to MS Teams, particularly including headquarters. Another related challenge would involve transitioning Contact Center Agents operations to the cloud-based MS Teams platform. A segment of these Contact Centers supports the company's pharmaceutical business, which in part prompted negotiation of a 99.999% uptime service level agreement (SLA) with Microsoft to assure high-quality MS Teams performance. Adding further complexity: once the MS Teams deployment was completed, it would be one of several UCaaS platforms in operation, with various pharma business units also relying on Zoom and Cisco Webex services.

Given its importance, IT Operations adopted a phased approach that initially deployed MS Teams at company headquarters. This strategy allowed the use of centralized IT resources for on-the-ground deployment, as well as monitoring how the corporate ethernet network supported MS Teams performance. However, after completing this first phase, IT Operations experienced an unexpected uptick in IT trouble tickets from a surprising community — their Executive Team. In rapidly reviewing associated Help Desk tickets and escalating internal communications, IT Operations determined voice quality performance issues were experienced exclusively by the company executives.

While early in the MS Teams transition, this situation brought the highest level of unwanted scrutiny to this project and had the IT Operations looking for quick answers, collaborating with the NETSCOUT Premium Services Engineer (PSE) contracted to help them configure and maximize the Smart Edge Monitoring solution.

Solution in Action

In leveraging both their NETSCOUT technology and Professional Services resources to resolve this executive-level MS Teams voice performance issue, IT Operations quickly collaborated with their PSE to determine where visibility was lacking at headquarters. After using nGeniusONE Service Assurance analysis based on NETSCOUT Smart Data generated from monitoring network packet traffic by InfiniStreamNG (ISNG) and vSTREAM appliances, the PSE worked with IT Operations to rapidly deploy nGeniusPULSE nPoint sensors on each floor of the headquarters facility. In this manner, IT Operations extended end-user experience monitoring closer to the executive offices.

The IT Operations team used the nPoint sensors to continuously run a variety of nearly 50 pre-configured and customized synthetic tests over both ethernet and Wi-Fi to identify business service performance and executive-level end-user issues. IT Operations and their PSE then focused on critical applications, including software as a service (factoring Microsoft Office 365), UCaaS (including MS Teams, Zoom, and Webex), Voice over IP, and Wireless business transaction test (BTT) results yielded on nGeniusPULSE dashboard views. By assessing these nPoint BTT test results in nGeniusPULSE, IT Operations quickly determined that the corporate wireless network, recently updated as part of another IT project, was the root cause of Executive Team performance issues with MS Teams.

In further narrowing root cause, nPoint-generated BTTs factored multiple Service Set Identifiers (used to identify corporate wireless networks) to display test results for the three Wi-Fi's running at headquarters — in this case, guest, executive, and production networks.

Once configuration changes were made to the executive wireless network, IT Operations used MS Teams views in both nGeniusPULSE (generated by BTTs) and nGeniusONE (from packet captures generated by nPoints from test results) to determine MS Teams service had been restored to the Executive Team.

The Results

Based on ongoing successes realized with Smart Edge Monitoring to address numerous IT projects in their hybrid workforce environment, the pharma has expanded their NETSCOUT investment to close visibility gaps in the client, network, data center, and cloud service edges that are crucial to assuring end-user experience for their global employees, regardless of business function or office location.

Lessons learned during this initial MS Teams installation phase would also be applied during later global rollout activities to assure a successful voice service transition on this cloud-based UCaaS platform in a manner that supported employee productivity, Contact Center operations business continuity, and high-level customer service performance.

Resolving this Executive Suite performance issue so quickly with Smart Edge Monitoring served to further validate the NETSCOUT investment to company leadership, also enabling IT Operations to demonstrate their expertise in rapidly restoring business service and reliable end-user experience at the highest reaches of the pharma business.

LEARN MORE

For more information on how Smart Edge Monitoring helps troubleshoot user experience issues with UCaaS applications, visit:

Smart Edge Monitoring:

www.netscout.com/solutions/smart-edge-monitoring

and

Ensuring High-Quality Experience with SaaS and UCaaS Applications for the Distributed Workforce:

www.netscout.com/solutions/saas



Corporate Headquarters

NETSCOUT Systems, Inc.
Westford, MA 01886-4105
Phone: +1 978-614-4000
www.netscout.com

Sales Information

Toll Free US: 800-309-4804
(International numbers below)

Product Support

Toll Free US: 888-357-7667
(International numbers below)

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