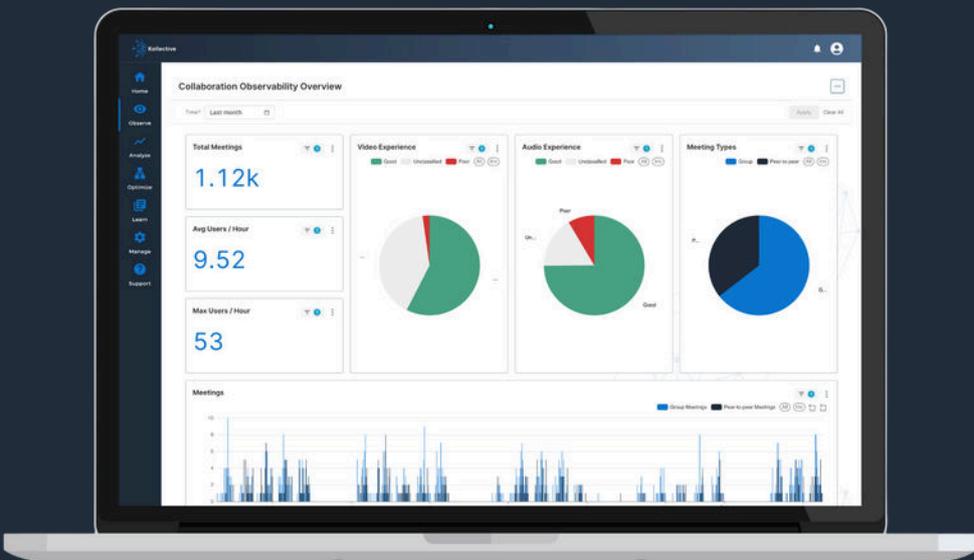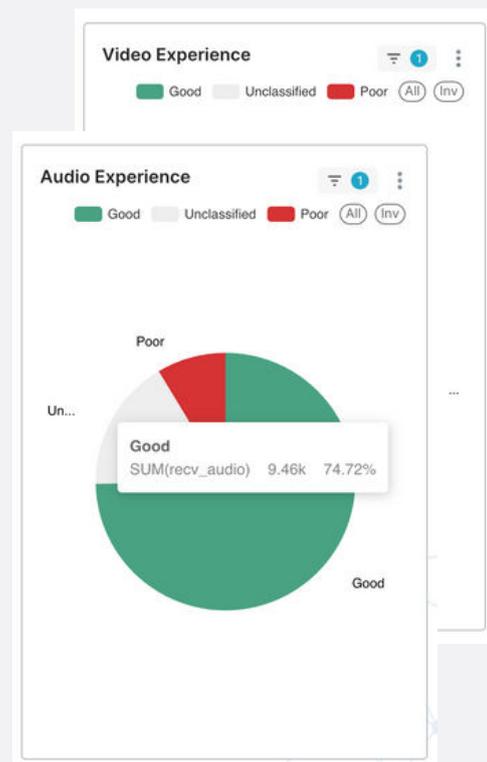# Kollective

COLLABORATION OBSERVABILITY FOR TEAMS

Kollective's Collaboration Observability for Teams helps Microsoft Teams Service Owners gain near-time, actionable insights into user experience, device performance, and network health.

With AI-driven analytics and intelligent alerting, Kollective ensures faster issue identification, enabling IT teams to proactively manage collaboration environments and optimize investments in Teams Meeting infrastructure.

kollective.com

BUSINESS IMPACT & PROBLEM SOLVING

PAIN POINTS FOR TEAMS SERVICE OWNERS:

❌ **30-Day Data Limit:** Existing tools store limited historical data.
❌ **Slow Query Speeds:** CQD & PowerBI.
❌ **Overwhelming Data:** Difficult to extract relevant insights.
❌ **Hard-to-Identify Trends:** No proactive alerts.
❌ **Permission & Access Challenges:** Limited visibility across tenants.

KOLLECTIVE'S SOLUTION:

✅ **Near-time Monitoring:** Smart alerts on performance issues, anomalies, and network health.
✅ **Proactive Issue Detection:** AI & ML analytics predict and prevent disruptions.
✅ **Data Simplification:** Actionable insights instead of raw data overload.
✅ **Optimized ROI for Devices:** Compare device performance to maximize investments.
✅ **Improved User Satisfaction:** Reduces disruptions, enhances collaboration quality, and improves NPS scores.
✅ **Instant 30-Day Data History:** Immediate access to historical insights for quick decisions.
✅ **Fast Onboarding:** Just a few clicks to unlock actionable insights.

DASHBOARDS & VISUALIZATIONS

The growth in Teams as a Converged Communication Tool makes it more important than ever to develop Digital Employee Experience (DEX) tools for successful communications across an organization.

Reduce Mean Time to Resolution
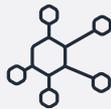
Network Segment Performance

Teams Meeting Room Monitoring
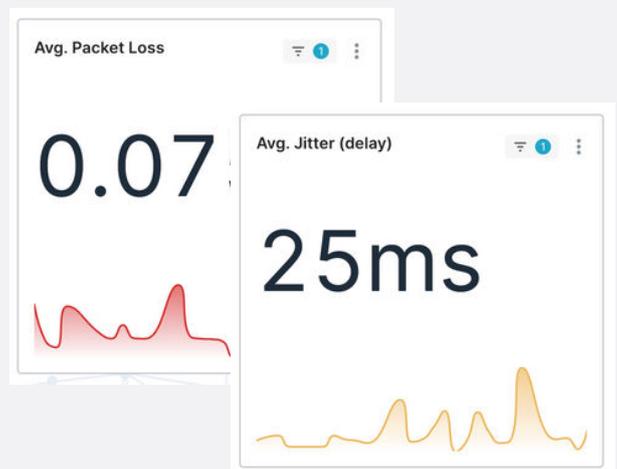
VIP Monitoring Dashboard

Reduce Callback (PSTN) Costs

✅ Faster issue resolution, higher productivity

✅ Optimized network, fewer disruptions

✅ Better utilization, seamless meetings

✅ Flawless calls, executive confidence

✅ Lower costs, improved call quality

Avg. Packet Loss

0.07

Avg. Jitter (delay)

25ms

AUTHORIZATION PROCESS

GA Activation (May 2025):

- **Azure Marketplace**: Activate through Microsoft Marketplace with a free trial.
- **Quick Integration:** Connect to Microsoft Graph API in just a few clicks using Kollective's Azure Application.
- **Annual Subscription:** Transact directly through Marketplace stress-free.

DATA COLLECTION

Kollective gathers and analyzes critical performance data from Teams Meetings, including:

- **Network Telemetry:** Bandwidth utilization, packet loss, jitter.
- **User Experience Metrics:** Video quality, audio quality, session reliability.
- **Device & Room Analytics:** Usage insights to measure ROI.
- **Location-Based Trends:** Unique users over time, experience by region.

This data is collected from Microsoft Graph API and securely processed for near-time insights.

DATA HANDLING

Kollective ensures enterprise-grade data security, adhering to:

- **Compliance Standards:** GDPR, SOC2, ISO 27001.
- **Access Controls:** Secure tenant-based access.
- **Retention Policies:** Minimum 30-day historical data for immediate trend analysis.

    All data is processed within Azure to ensure scalability, reliability, and security.

GENERAL AVAILABILITY INFORMATION

- **Custom Dashboards & Filtering:** User, Location, Device, QoE.
- **Microsoft Teams PSTN Insights:** Exploratory Data Analysis.
- **Enhanced AI & ML Capabilities for predictive analytics.**

BUSINESS JUSTIFICATION: WHY IT MATTERS

REDUCING IT SUPPORT COSTS:

- Enterprises face **50,000+** collaboration-related support tickets per year.
- **Pre-Observability Costs:** $2.8M in IT support annually.
- **Post-Observability Costs:** $2.2M, saving on average $600K per year through Tier 1 resolution improvements.

ANALYZING NETWORK PERFORMANCE & USER EXPERIENCE:

- Faster Mean Time to Resolution (MTTR).
- Monitoring Teams Collaboration across multiple tenants.
- Forecasting Metrics to empower Digital Employee Experience (DEX) teams.

DESIGNED FOR MICROSOFT TEAMS SERVICE OWNERS:

- AI-powered real-time insights to cut through data overload.
- Proactive performance management to reduce downtime and increase service quality.

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YOUR KOLLECTIVE EXPERIENCE IN THE LAST 6 MONTHS

★ QUALITY OF EXPERIENCE	REACH	LIVE EVENTS	BANDWIDTH SAVED
EXCELLENT	386	176	0.03 TB

GO TO ACTIVITY SUMMARY DASHBOARD

NEXT STEPS

Interested in Learning More? Contact Your Account Manager.

Looking Ahead: Free Trial Now Available in Microsoft Azure Marketplace.