

REPORT

Microsoft Teams Performance Trends



| 01 Top Findings

>3.1% of all calls **FAIL** or are of **POOR QUALITY**

THE COST TO YOUR BUSINESS

>\$ 573,000¹ in lost **productivity** and **troubleshooting time**
per year

MARTELLO HAS IDENTIFIED THE PRIMARY CAUSES

- ▶ Bandwidth
- ▶ Network Constraint
- ▶ Wi-Fi Setup
- ▶ ISP

EXAMPLE ORGANIZATION IMPACT OVER ONE YEAR

In a typical 5,000 employee organization you can expect to experience:

26,400 Microsoft Teams Issues

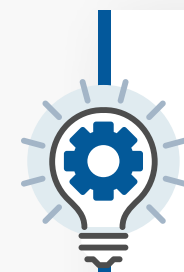
26,400 Microsoft Teams calls and meetings experience poor quality.

This impacts the customer experience and business productivity.

15,600 Call Failures or Drop-Outs

15,600 Microsoft Teams calls and meetings experience failure.

This has repercussions for both business productivity and user experience.



TAKEAWAY

3.1% has a far-reaching impact on the productivity of your business, with a more than \$573,000 annual cost to your business from poor quality or failed calls.

The good news is that the vast majority of these poor or failed calls can be prevented – if you know where and when they are happening. That’s where Vantage DX comes in.

1. Estimate based on a 5,000 employee/user organization.

| 02 About This Report

Businesses have embraced Microsoft Teams as an integral part of their Modern Workplace strategies. However, a hidden challenge, often overlooked, is causing unseen productivity leakage due to under-reported issues with Microsoft Teams' user experiences.

According to an in-depth analysis using Martello Vantage DX data sourced from a global array of customers, only **97% of Teams calls meet the standards of excellence**. In a world where 99.999% availability and quality are expected norms, this significantly impacts business productivity.

The challenge for businesses is that most of the issues go unseen by IT departments. Why? Users fail to report them, and the root causes for many of them are not directly attributable to Microsoft Teams. This is where Microsoft-recommended Vantage DX enables businesses to identify these issues in detail and proactively address them, thereby reducing unseen leakage. Businesses gain significant improvement in business productivity, customer experiences and employee satisfaction.

This report details the findings from this analysis. The results speak to the potential benefits, by tackling unseen productivity leakage with Martello Vantage DX, businesses can optimize the value of their Modern Workplace investments.



TAKEAWAY

The results highlight the need to address unseen productivity leakage to optimize the value of Modern Workplace investments. Martello can demonstrate how, for about the cost of a coffee per employee per month, Vantage DX can help.

The aggregate data was derived from Martello Vantage DX customer instances representing 394K users and 9M Teams calls conducted over a month in 2023.

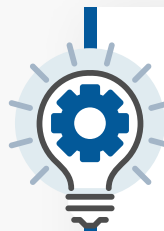
2. A user is defined as either an internal or external (outside of your business) user of Microsoft Teams or call participant.

| 03 Global Microsoft Teams Performance and Reliability

3.1% of worldwide calls were **UNRELIABLE**

1.9%
had **POOR** user
experience

1.2%
had issues **FAILING**
to connect



TAKEAWAY

The problem with this 3.1% of unreliable experiences is that it represents a large volume of calls in a typical organization.

Every one of these calls that are poor could be critical for your business: Either a key internal meeting, customer call, investor meeting or sales pitch to prospects, etc.

| 04 Looking Deeper Into the Unreliable Calls

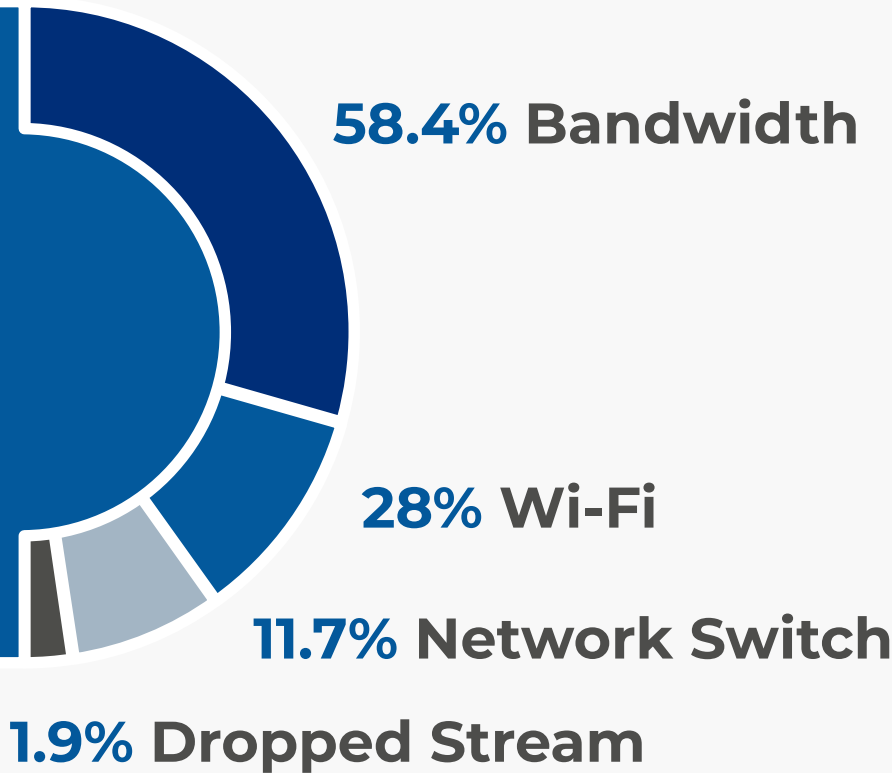
Unreliable Experience Sources

38% Non-Local Network Issues



62% Local Network Issues

Local Network Issues Breakdown



31.7% Video

Looking deeper, 31.7% of the local and non-local network issues are caused by video problems that includes choppy or frozen images.

This percentage varied depending on the country and user habits with respect to video in Teams calls.

62% Local

Local network issues represented on average 62% of the root causes for poor call quality.

Local bandwidth constraints impacted 58% of these problems. The remainder were Wi-Fi and network switching issues.

Wi-Fi issues were the cause behind 28% of users who were unable to join a meeting.



TAKEAWAY

IT teams can use this data to identify problems, understand who they affect, and target their efforts towards dramatically reducing the number of poor quality calls and meetings.

| 05 The Real-Life Impact on Businesses

WHAT DOES THIS MEAN FOR A TYPICAL ORGANIZATION?

Here's what you can expect your users and the participants that join their calls to have experienced in a typical month:

3.1%



5,000 USER BUSINESS

Problems Per Month

6,579 Microsoft Teams Issues

About 6,579 users in communication with your company will have experienced issues.

4,171 Call Failures or Drop-Outs

More than 4,171 users were not able to join a call or were dropped out of a call.

2,986 Local Issues

Local issues (Wi-Fi, bandwidth, network switch) will have affected your calls about 2,986 times.

845 Wi-Fi Problems

Wi-Fi alone was the root cause of more than 845 of the user experience issues.

2,196 Poor Video Experience

Over 2,196 users will have had a poor video user experience.



50,000 USER BUSINESS

Problems Per Month

66,000 Microsoft Teams Issues

About 66,000 users in communication with your company will have experienced issues.

40,000 Call Failures or Drop-Outs

More than 40,000 were not able to join a call.

30,000 Local Issues

Local issues (Wi-Fi, bandwidth, network switch) will have affected your calls over 30,000 times.

8,400 Wi-Fi Problems

Wi-Fi alone will have been the root cause of user experience issues over 8,400 times.

22,000 Poor Video Experience

Over 22,000 people will have had a poor video user experience.

Even a 3.1% rate of Microsoft Teams call issues can have a significant impact on your organization’s productivity, customer experience and employee satisfaction.

With a large user base, that seemingly small percentage translates into a substantial number of users facing challenges. Addressing these issues proactively is crucial to ensuring seamless communication and collaboration across your entire team.

3.1% of calls for a 5,000 user company quickly adds up to more than 2,000 calls with quality issues and about 1,400 with dropped participants every month. On an annual basis this results in more than \$573,000 in losses to your business.

This impacts every type of call, whether it generates direct revenue or brilliant ideas for the future of your company.

The good news is that most of those problems can be avoided as more than half of those low quality calls are caused by local issues.

And that is the goal of proactive Microsoft Teams call and meeting monitoring and the power of Vantage DX.



TAKEAWAY

3.1% is a huge amount of lost productivity over time, with a \$573,000+ hit to your business every year. Take action to reduce the number of problems and ensure better Teams reliability for your business by addressing local Wi-Fi, bandwidth or any other local cause.

Book a 15-minute session with one of our experts today to see how we can help unlock the secrets to enhancing Microsoft Teams customer experiences.

BOOK NOW