



Full stack observability in the digital workplace – A Microsoft use case

Unlock a global viewpoint with local issue resolution – Take control with full stack observability.

Corporate organizations are fully invested in collaboration solutions that provide the foundation for dispersed workers to operate across sites, remotely, and in different regions. These solutions fuel productivity within the organization and facilitate external communication with partners, suppliers, and customers.

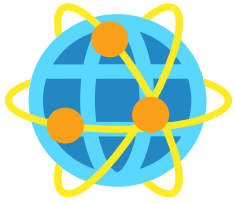


FULL STACK OBSERVABILITY

User expectations for collaboration solutions are high, and responsibility falls on the IT team to deliver, and ensure everything operates as expected; both globally and locally.

The collaboration solution itself is multi-faceted. Increasingly, the core of the solution is unified around a single cloud platform, such as Microsoft Teams or Cisco Webex, to provide calling, video, chat, meetings, and document sharing. In practice that core is always supplemented to make up the complete solution, including numerous other components within the corporate network, the Internet, and home networks for employees working remotely.

VOSS Full Stack Observability (FSO) can help. It allows you to meet the challenge to manage, monitor, and control your digital workplace, while ensuring that the entire collaboration solution continues to deliver the uninterrupted benefits it has promised.



What are the core principles of VOSS FSO?

- Deliver a dynamic single viewpoint across the whole UC network
- Analyze and improve user experience and adoption
- Track and measure service availability against agreed SLAs
- Significantly reduce time to identify and resolve problems
- Provide business analytics and information for action
- Reduce complexity, cost of ownership, and demand on resources



What challenges does VOSS FSO address?

- Tool sprawl – different teams using a multitude of different tools
- Diversity and complexity – multi-vendor, multi-component solutions
- Globalization – exposing the need for local monitoring for local issue resolution
- Reliance – critical IT systems raising the priority and visibility to get this right
- Move to the cloud – putting major parts of the solution seemingly ‘out-of-reach’



The future of monitoring lies in telling not just whether our systems are up or down. It should also inform us how our model and reasoning components are behaving, how they're performing over time and how they affect user experiences.

Forbes

[Observability for AI-powered applications](#)





The value of VOSS FSO

Single point of control

A single global view of performance and availability at a service level with the ability to drill into detail around specific components and locations.

Fast resolution of problems

Near real-time capture and correlation of data with alerting and classification to remove data noise and identify problem issues quickly. Includes a self-healing capability to automate corrective action in response to a failure condition.

Real-time dashboards

Clear dashboards to track, trend, and display service information, which is interpreted and displayed on selectable chart formats and in a common language, providing insight to drive action and improvement.

Comprehensive diagnostics

Details all aspects of UC, from a top level call down to specific items such as protocols, codecs, Wi-Fi, and headsets in use.

Proactive (synthetic) testing

Automated service testing across the corporate network, internet, and cloud applications, to patrol and test the digital experience and simulate user activity. And means you don't have to wait for an issue to manifest itself.

Flexible 'full stack' cover

Complete flexibility to probe and capture data and alerting from multiple components in the collaboration stack: Multi-vendor, end-to-end, top-to-bottom, providing full visibility across the solution.

Unifies fragmented data

Traditionally fragmented data from different components and in different formats are brought together into a single platform, where analytics can be applied to unlock data value and inform decision making.

Regular reporting

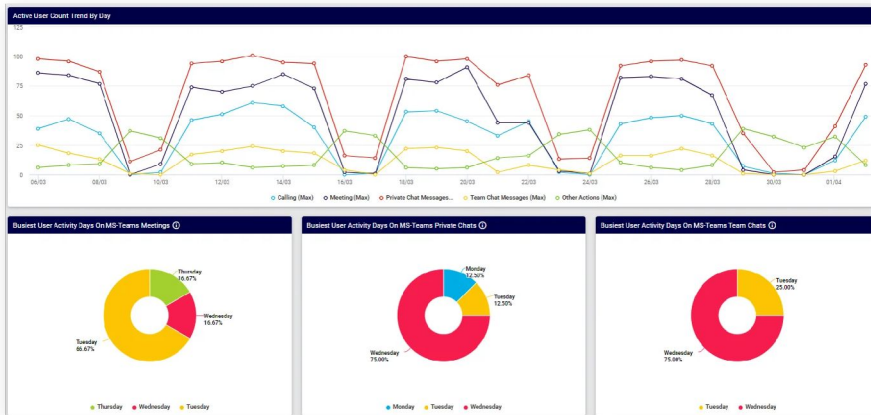
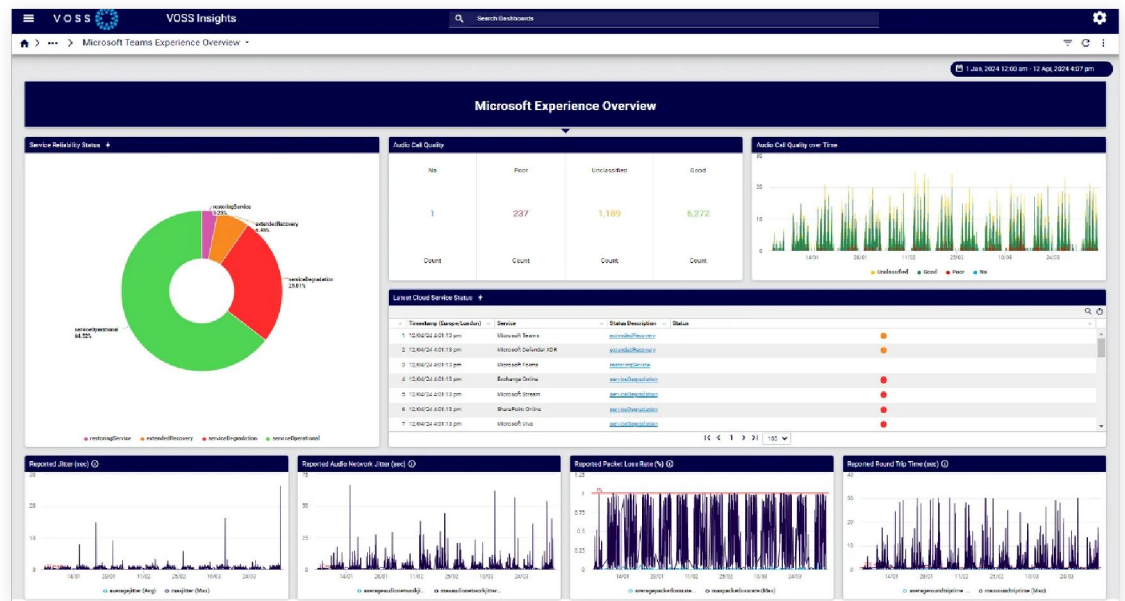
Scheduled reports give insight into critical topics such as service availability and SLAs.



Maintaining control

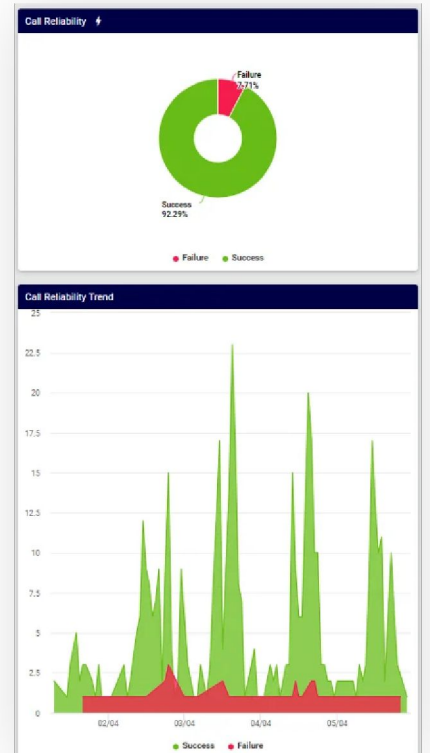
The following screenshots are taken from VOSS. They illustrate how your dashboards will enable you to track, trend, and display service information, providing actionable intelligence to drive improvement.

Microsoft Experience overview



Tracking user activity across days of the week

Monitoring call quality over different time periods



VOSS with full stack observability

VOSS optimizes collaboration environments by enhancing user experience, providing real-time monitoring and resolution, and empowering informed decision-making through comprehensive business analytics. These capabilities support organizations in improving digital experience and facilitating successful digital transformations. A central dashboard and reporting mechanism are supported by a flexible data acquisition engine that collects, correlates, and alerts on service conditions.

Role-based action control

DASHBOARDS

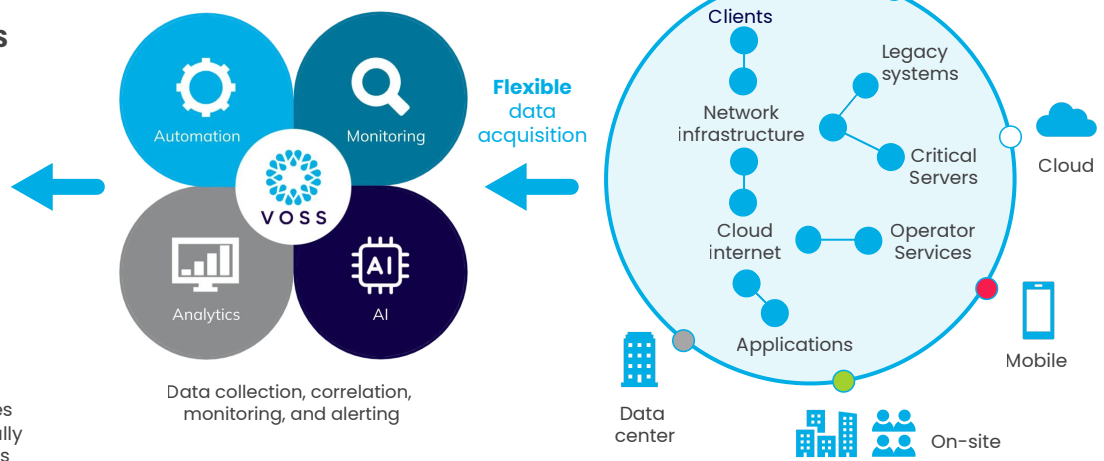
- Drill down
- Trending
- History

REPORTING

- Formats
- Schedule

ALERTS

- Rules/logic
- Response procedures
- Notification - internally
- Integration - systems



The central dashboard and reporting cover:

- Alerting and notifications
- Usage and adoption
- Performance and service monitoring
- Diagnostics
- User and device inventory
- Synthetic testing against cloud platforms and applications
- Network observability – performance monitoring in building networks
- Netflow – monitoring IP trafficflows



F E A T U R E D E S C R I P T I O N

VOSS Full Stack Observability

Single point of control to review service performance using dashboards

Visualize information on easy-to-understand dashboards, highlighting key information, trends, and points of note. Utilize various chart types (pie, column/bar, line/area, scatter, geo-map, heat-map, chord, funnel, gauge), color palettes, and tables for detailed information.

Drill down reporting to get to the detail

Start at the dashboard's top level, then filter and drill into an office, department, or specific user to access more detail. View top level charts and summaries, down to individual usage records.

Alerting on service affecting conditions

Attach logic and rules to service conditions, driving the display of alerts on the dashboard, external notifications, and reporting into external (NOC) systems.

Adapt to your business requirements

Tune existing dashboards and reports with complete flexibility to suit specific business roles and requirements and create new dashboards and reports for specific needs.

Scheduled reporting to keep informed

Build and schedule reports for regular distribution and review.

- Formats – Excel, PDF, JSON
- Distribution – Email, SFTP, download (in application)

Gather insight into user activity, experience, and call quality

Follow user activity across meetings, calling and chat, monitoring user experience, performance, and quality, and reporting on quality impacting factors such as jitter, latency, and packet loss.

VOSS Full Stack Observability

Collect, process, and consolidate data at scale from a variety of sources, on-premises and in the cloud, along with business logic, to present information on dashboards and reports, over user-selectable time periods, for review and action:

Flexible data acquisition from a range of UC components

- Major cloud platforms – Microsoft, Webex, Genesys
- Major PBX on-premises systems – including Cisco and Avaya
- Infrastructure – SBCs including AudioCodes, Oracle and Ribbon
- Critical Servers – running key applications

Ancillary data from file input, SQL data sources, log files.

Track the status and health of critical UC components

Use various probes to monitor and check the health of critical UC components, such as collecting performance data from infrastructure devices, meeting rooms, and critical servers hosting applications.

Measure site by site network performance in response to sensitive voice and video traffic

Collect information from key components in corporate networks, alerting on packet discard, bitrate, and QoS configuration issues, to assist in identifying and resolving issues early with UC traffic. Drill down into individual sites and specific problem areas.

Proactively monitor cloud applications and resources

Use synthetic automated testing to proactively monitor cloud applications, including Microsoft 365 and Teams, simulating user experience, and reporting back on dashboards. Tests illustrate hop by hop paths, latency, jitter, and packet loss, providing visibility into pathways across the Internet and into cloud applications.

Fast track and automate the resolution of issues

Create automated processes, ranging from alerting, collecting additional data, and performing troubleshooting, to taking steps to resolve an issue automatically. Once an issue is identified or a known data pattern is flagged, initiate automated remedial action to resolve the issue swiftly.

Control access

Use defined roles and permissions to control access to dashboards and features, aligning access to specific administrator personas.

Flexible deployment options

- Delivered as a subscription service by VOSS (VOSS Cloud)
- Available for deployment in data center or private cloud



T H E V O S S S U I T E

At VOSS, we empower our customers to reduce operational costs, improve service reliability, strengthen governance and data protection, and adapt their digital workplace as business models, employee expectations, and organizational requirements evolve.

The VOSS platform is the foundation of our product suite. Each product - from automation to monitoring and analytics - is built on the same consistent framework, providing a common set of tools, data, and integrations across your digital workplace.

The platform unifies four essential capabilities in a single architecture - automation, monitoring, analytics, and AI - offering a unified foundation for managing complex enterprise environments. By integrating with core business systems and collaboration platforms, VOSS enables you to automate operational workflows, enforce governance, and gain real-time visibility into performance and across employees, devices, and infrastructure.



VOSS Discover provides a comprehensive inventory and analysis of your collaboration and digital workplace tools, enabling you to understand your current environment, identify inefficiencies, and plan transformations with precision.



VOSS Migrate automates the extraction, transformation, validation, and loading of users, devices, and collaboration data, reducing the risk, cost, and complexity of any large-scale migration or platform change.

[Find out more](#) about products that solve real-world challenges in your organization.

The value of VOSS

At VOSS, we combine advanced automation and intelligent insights to help you boost employee productivity, optimize costs, and drive business growth. VOSS provides a single point of control and visibility across your UC, collaboration, and contact center platforms - enabling you to maximize the value of your communications ecosystem.



 voss-solutions.com

 info@voss-solutions.com

 +1 469 206 0441