



Skype for Business Monitoring

Improve Skype for Business Performance and Minimize Dropped Calls with End-To-End AI Monitoring

With a growing number of companies relying on Skype for Business (SfB) as a core part of their unified communications and collaboration (UCC) adoption, ensuring high-quality performance and minimal call dropping for all users is crucial.

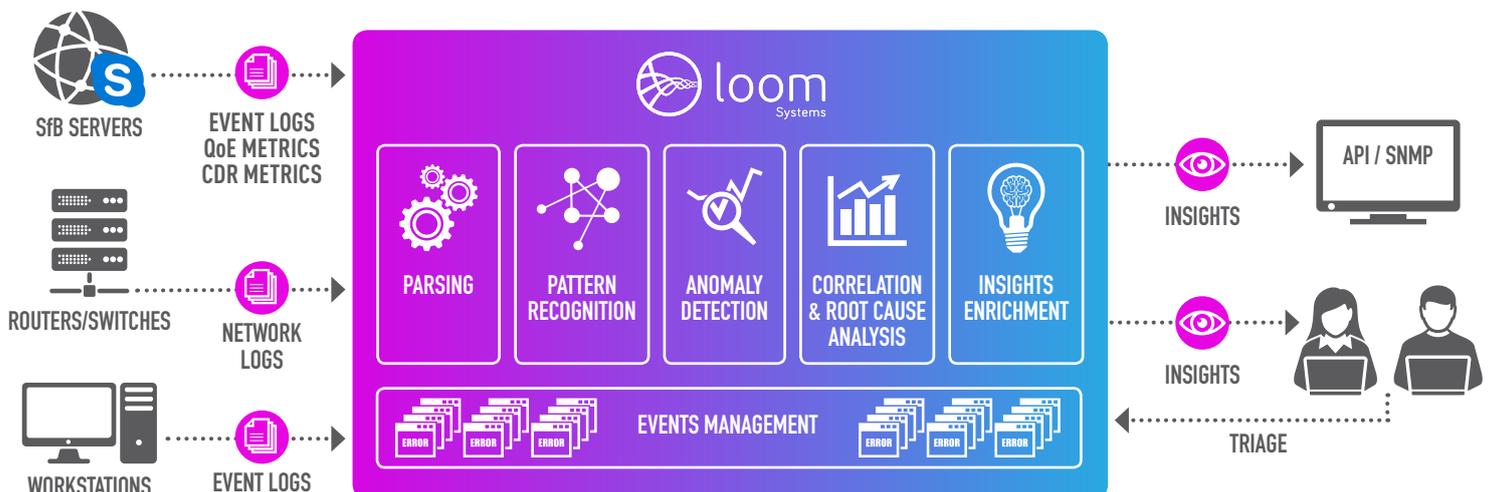
Due to the complexity of SfB deployment, incidents that occur across servers, networks, and endpoints can all cause downtime and bad user experience. IT teams are struggling to find the root-cause of these issues, are forced to manually look for answers reactively, resulting in long detection and resolution times.

Introducing: Sophie for SfB Monitoring

Loom Systems' AI-powered platform Sophie, uses patented machine-learning algorithms to detect and notify you about the Skype for Business incidents, empowering your team to **become proactive and ensure a smooth user experience**.

Unlike other solutions, that only focus on metrics, Sophie automatically analyzes your environment's log files. With the crucial information kept in logs unleashed, Sophie detects the true root-cause of incidents, whether they derive from bad configurations, network overloads or problems in endpoint workstations, and provides your team invaluable insights.

Reduce Mean-Time-To-Resolution by 45% with a single pane of glass view into your SfB environment, enriched with the true root-cause and recommended solutions.





Features



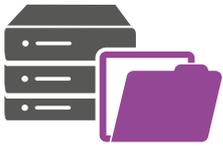
Proactive Issue Detection

By auto-detecting anomalies, without the need to set any alerting rules or thresholds, Sophie empowers your team to become proactive about incidents that require their attention.



Root-Cause Analysis

Sophie correlates events across your entire stack in real-time and provides your team with incidents' true cause, instead of just the symptoms, under a single pane of glass.



Centralized Event Management

A month's worth of data, collected from SfB server, network equipment, and workstations, allows your team to triage issues effectively for a quick response.



Built-in Insights and Recommendations

Sophie enriches incidents with corrective insights and recommended resolutions, written in plain English, dramatically reducing issue resolution time.

“Loom Systems’ AI capabilities automate processes that revolutionize IT Operations”

Kentro Shirai
Director of Network Planning, SoftBank



Among Our Customers & Partners



Awards

