

TruExperience™ Use Case: Business Partner Visibility



Get undeniable visibility into partner performance so issues, SLAs, and accountability are always crystal clear.

See and validate partner performance across every location

Overview. Business partners—whether brick-and-mortar locations or remote partner agents—often rely on low-grade or low-cost ISPs, networks, and WiFi. These inconsistent environments create variable user experiences that impact contracted services, customer collaboration, and overall productivity. TruExperience™ provides visibility into partner environments to measure, validate, and manage performance across diverse locations.

Challenge. Business Operations and IT lack visibility into partner devices, networks, and connectivity. When issues arise—slow applications, unstable voice quality, poor WiFi, or high latency—partner agents escalate tickets. However, internal teams have no baseline or historical data to determine:

- The true source of the issue
- Whether the partner is meeting contracted SLAs
- Whether issues are persistent, emerging, or recurring

Without an understanding of 'what normal is,' productivity loss goes unmeasured, SLAs cannot be enforced, and internal and partner teams often experience unproductive finger-pointing.

Solution. TruExperience provides endpoint-level measurement visibility from any agent, anywhere. It baselines, assesses, and trends:

[Latency](#) | [Packet Loss](#) | [Application Response Time](#) | [Voice Quality](#) | [ISP Performance](#) | [Device and Computer Statistics](#)

This empowers Business Operations and IT to identify when partner issues impact workflows and productivity—dramatically improving mean time to know (MTTK). TruExperience also creates the empirical foundation required to measure partner delivery and strengthen SLA governance.

Key Benefits

- Visibility into partner agent performance regardless of ISP or location
- Baselines that define 'normal' performance across partner environments
- Faster identification of partner-related issues
- Improved SLA monitoring and vendor accountability
- Reduced finger-pointing between internal teams and partners
- Data-driven insights that accelerate resolution

Outcome. Organizations gain measurable oversight and validation of partner performance, ensuring contracted service quality is maintained. TruExperience provides the objective datasets needed to protect productivity, support SLA enforcement, and enhance collaboration across partner-driven operations.



Contact us for a personalized consultation or a free demonstration.

info@truiem.com | +1.239.316.3836



Truiem represents the passionate pursuit of its founders to apply the collective experience of the past 20 years to assist today's innovators, service providers and consumers in speeding adoption of technology to meet their commercial objectives and improve the human experience.

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Truiem, Inc. | Naples, Florida 34102 | truiem.com | info@truiem.com | +1.239.316.3836