# PRESS RELEASE

## NiCE Extends Microsoft System Center Operations Manager by Monitoring Office 365 Synthetic Transactions for Hybrid Exchange

Leonberg, 14-03-2018 – **NiCE IT Management Solutions GmbH**, a key-player in the Enterprise Application Monitoring market with more than 25 years of experience in complementing the major IT Management Platforms like Microsoft System Center Operations Manager (OM) and Micro Focus Operations Manager has announced the availability of the NiCE Active O365 Management Pack, enabling advanced synthetic, hybrid Microsoft Exchange Online monitoring.

**Microsoft Office 365** allows the use of Microsoft Office Apps, provides storage, as well as services hosted on Microsoft Exchange Servers, Skype for Business Servers, SharePoint, Office Online and others. NiCE Active O365 Management Pack provides centralized monitoring of the various apps and services which results in smooth operation of Office 365. In addition, companies are able to troubleshoot issues with mail, accessibility or calendar synchronizations across Exchange 2013/2016 and Exchange Online.

**Hybrid Deployment and Synthetic Transaction Monitoring** Hybrid deployment monitoring gives end to end visibility into the hybrid infrastructure and its applications and processes running in the cloud. Synthetic transaction monitoring is simulating typical user behavior and navigation, regardless of if and where applications are running. It provides deep visibility into end-to-end performance of the monitored application.

**Microsoft System Center Operations Manager** is a cross-platform data center monitoring system for operating systems and hypervisors. It uses a single interface that shows state, health and performance information of computer systems. It also provides alerts generated according to some availability, performance, configuration or security situation being identified. System Center OM can be extended by importing management packs (MPs), which define how System Center OM monitors systems and applications.

**The NiCE Active O365 Management Pack (MP)** obtains and displays detailed information about the Office 365 tenant based on actively collected, real-time, real-user information. It discovers and reveals the details behind the Office 365 administration dashboards and consoles. It provides insight into where individual

mailboxes reside and how components are connected. The smart algorithm of the MP determines if other mailboxes are affected for the same tenant in the same datacenter. With these additional checks, the severity of a problem can quickly be rated and any required actions recommended and performed. At the same time, it monitors if mailboxes are being moved between Microsoft Azure Datacenters. The hybrid approach collects and processes data from Microsoft Exchange Online and Exchange 2013/2016. The monitoring data is stored in the existing Microsoft System Center data warehouse. With the reporting engines available in the user's environment, reports on Cloud adoption, mailbox migrations, and Office 365 license usage are accomplished.

This management pack offers an end-to-end monitoring for Office 365 environments.

**Quotes**

> "More and more people move from on premise communication servers to Microsoft Office 365 in the cloud.  I think our product can make this as easy as possible." *Horst Nebenfuehr, CEO at NiCE*

> "We are excited to see companies like NiCE IT Management Solutions GmbH add value by integrating their Management Packs with Microsoft System Center Operations Manager and Office 365," said *Mike Ammerlaan, Director, Microsoft Office 365 Ecosystem at Microsoft Corp.* "The deep product integration with both Microsoft Office 365 and System Center allows system administrators to stay informed and resolve issues more efficiently in hybrid environments."

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