

NEWS RELEASE

15/10/19

NiCE IT Management Solutions and Ergo Partner to Advance Microsoft Dynamics 365 Performance and Health Monitoring

A new partnership between NiCE IT Management Solutions and Ergo will enable Microsoft Dynamics 365 customers to get more out of their investment through advanced performance and health monitoring.

Microsoft Dynamics 365 is one of the fastest growing CRM solutions with more large-scale enterprises using it as their core business solution. The two companies have developed a solution for Microsoft SCOM (System Center Operations Manager) that identifies latency problems early in Dynamics 365 environments and exposes potential issues before they impact on a business.

Jimmy Sheahan, Managed Services Managing Director at Ergo, commented, *"We are delighted to work with NiCE on a monitoring solution that more and more businesses need. We know from talking to customers that incremental gains in performance can improve the bottom line in complex Dynamics 365 environments."*

Christian Heitkamp, Director Products at NiCE, said, *"The beauty of our partnership comes from the in-depth knowledge that both parties bring to it. We have a track record in crafting advanced monitoring solutions; Ergo has a granular understanding of how best to align Dynamics 365 to specific business needs. Working together, we have come up with a powerful proposition to ensure the CRM function is always optimised."*

The new solution, NiCE Active 365 Dynamics CRM Management Pack, an extension to the NiCE Active 365 Management Pack, will give IT administrators clear advice on how to solve Dynamics CRM 365 health and performance pain points and prevent issues from escalating and affecting end users or other CRM related systems and business workflows.

The lack of an enterprise grade monitoring solution for Dynamics 365 has led to challenges in pro-actively supporting customer environments, according to Ergo's Jimmy Sheahan. *"Our Dynamics 365 experts were delighted to be the co-developers of this new monitoring capability."*

We can further help companies to fine tune their Dynamics 365 monitoring set up through professional services engagements,” he said.

The NiCE Active 365 Dynamics CRM Management Pack will be launched on 4th November at Microsoft Ignite, the annual conference for developers and IT professionals hosted by Microsoft in Orlando USA.

About Ergo

A leading cloud and IT managed services provider, Ergo excels in matching technology to business needs and has been helping organisations achieve their strategic goals for over 25 years.

Visit www.ergogroup.ie to find out more.

About NiCE IT Management Solutions

NiCE IT Management Solutions offers monitoring solutions, integrating with Microsoft SCOM, for your cloud, hybrid and on-premise hosted applications such as VMware, Microsoft Office 365, Microsoft Dynamics 365, Oracle, SAP, DB2, Log Files and many more.

Visit www.nice.de to find out more.