

Digital Experience Monitoring for Microsoft Teams, SharePoint, OneDrive, and Exchange 5 Stars on Gartner

Evaluation & Contracting

★ ★ ★ ★ ★

Understanding organization's needs
★ ★ ★ ★ ☆

Timely, complete response
★ ★ ★ ★ ☆

Flexibility in pricing and contracting
★ ★ ★ ★ ☆

Value for money
★ ★ ★ ★ ☆

Integration & Deployment

★ ★ ★ ★ ☆

Availability of quality 3rd-party resources
★ ★ ★ ★ ★

Ease of integration using standard APIs and tools
★ ★ ★ ★ ☆

Quality and availability of end-user training
★ ★ ★ ★ ☆

Ease of deployment
★ ★ ★ ★ ☆

Service & Support

★ ★ ★ ★ ☆

Timeliness of vendor's response
★ ★ ★ ★ ☆

Quality of technical support
★ ★ ★ ★ ☆

Product Capabilities

★ ★ ★ ★ ☆

Scalability
★ ★ ★ ★ ☆

Integration
★ ★ ★ ★ ☆

Customization
★ ★ ★ ★ ☆

Ease of use
★ ★ ★ ★ ☆

Ratings for NiCE Microsoft 365 Monitoring Solutions on Gartner, November 2020.

Customer Voice

"Microsoft 365 is a SaaS offering, including Exchange, SharePoint, Teams, OneDrive, and more. As a customer, you want to know if the purchased service works as committed by your SLA. IT Pros need information such as if it is accessible from all locations, if there are failures, high delays, or slow response times. NiCE provides tooling, which exactly serves this requirement. By using synthetic transactions, it gives information from a user's perspective."

Usage Details

Frequency of usage: Daily
Extent of usage: Departmental
Deployment regions: APAC, EMEA, LATAM
Industry: Manufacturing
Reviewers Role: Enterprise Architecture and Technology Innovation
Company Size: 50M+ USD
Overall Vendor Rating: ★ ★ ★ ★ ★
Overall Solution Rating: ★ ★ ★ ★ ★

Customers Advice on Gartner

What do you like most?

"Service makes the real difference. As a customer, we are taken seriously and are considered. Feature requests are being analyzed in detail and implemented with care."

What do you dislike most?

"As Microsoft keeps changing their environment, we need to update the solution regularly to meet the requirements. Luckily there are usually also new features introduced if a forced update has to be installed."

What one piece of advice would you give others?

"Take your time to test the software in your environment. Consider IT-Dashboards solutions to provide the information to a broad audience."

What were the key factors that drove your decision?

1. Strong customer focus
2. Product functionality and performance
3. Strong services expertise

Request now

Microsoft 365 monitoring for Teams, SharePoint, OneDrive and Exchange

Customers Voice on Gartner

"The product is regularly updated to meet Microsoft's ever-evolving services. Feature requests are happily received and examined in detail. If these meet other customers' needs, they are implemented in the next cycle."

"There is no need for IT-Administrators to use "yet another tool," which at the end means being lean."

"The speed of support meets our expectations and usually fixes issues fast. Highly recommend this Microsoft 365 monitoring solution!"

NiCE Monitoring Solutions for Microsoft 365

Quickly assess end-user availability and performance experience based on Microsoft 365 services' critical data from end-to-end monitoring. IT executives, operators, and administrators can ease their day-to-day tasks by reliable reporting data, troubleshooting information, and user experience for their Microsoft 365 services.

Further references and links

Full story on Gartner at <https://gtnr.it/374VpVL>

Other references at <https://www.nice.de/customers/>

About NiCE

NiCE connects your applications to the major IT management platforms such as Microsoft System Center, Microsoft Azure, and Micro Focus Operations Bridge.

We offer monitoring for custom apps, Domino, DB2, Dynamics CRM, Linux PowerPC, Log Files, Microsoft Exchange, Teams, OneDrive, SharePoint, MongoDB, Oracle, PowerHA, SAP, SAP HANA, Veritas Clusters, VMware, and zLinux.



Gold Application Development
Gold Datacenter

