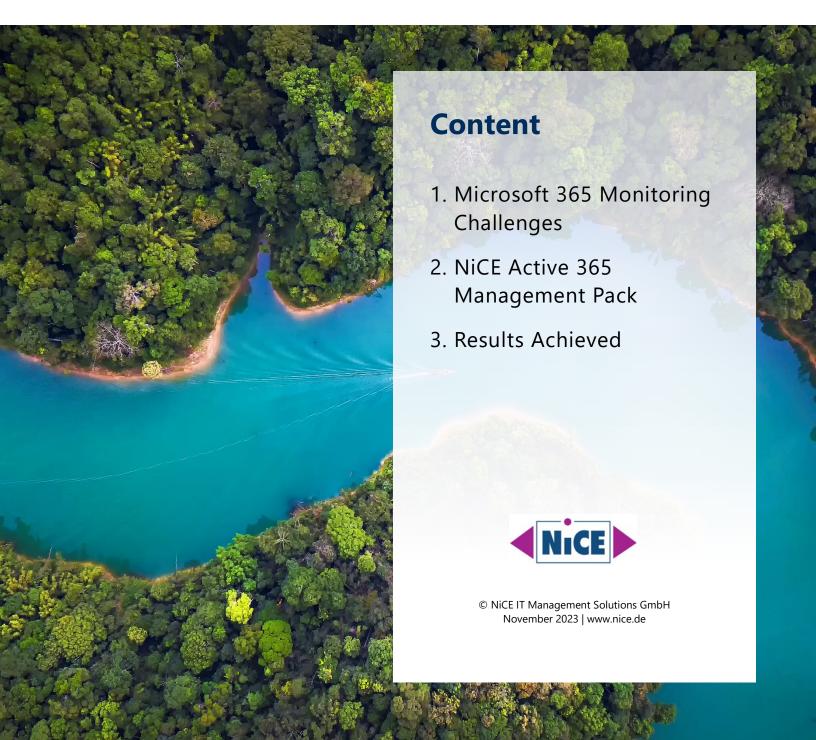# Customer Use Case

International Geo-Information System using the NiCE Active 365 Management Pack

Content

Introduction to Monitoring Microsoft 365

Monitoring Microsoft 365 is crucial for maintaining a secure and efficient digital workspace. It enables real-time tracking of user activities, ensuring compliance with security protocols and identifying potential threats or anomalies. Continuous monitoring helps in the early detection of issues, preventing downtime and data loss, while also providing insights for optimizing system performance. Additionally, it allows for proactive measures to be taken, enhancing overall productivity and safeguarding sensitive information within the organization.

International Geo-Information System

An International Geo-Information System (GIS) plays a pivotal role in managing and analyzing geospatial data on a global scale. Its duties encompass collecting, organizing, and visualizing geographical information from diverse sources worldwide. It facilitates cross-border collaboration by providing tools for spatial analysis, allowing for informed decision-making in areas like environmental planning, disaster management, and infrastructure development. Furthermore, an International GIS often serves as a platform for sharing geospatial insights, fostering international cooperation, and supporting global initiatives across various sectors.

Microsoft 365 Monitoring Challenges

In the realm of Microsoft 365 monitoring, numerous challenges have surfaced, raising concerns among IT management and monitoring experts seeking more comprehensive and reliable solutions.

1. Insufficiency of Default Monitoring

The default Microsoft 365 monitoring solution falls short of meeting the diverse and complex needs of modern enterprises. Its limitations have led the customer to seek more robust alternatives.

2. Lack of Real-Time Tenant Monitoring

Currently, there exists a significant gap in the ability to perform real-time monitoring tailored explicitly for Microsoft 365 tenants. This absence of immediate, tenant-centric monitoring has hindered the organization's ability to address issues promptly.

3. Stringent Security Standards

As the company grapples with evolving cyber threats, the demand for monitoring solutions that align with high-security standards has become paramount. Microsoft 365 users require assurance that their monitoring practices comply with these stringent security measures.

Why NiCE Active 365 Management Pack

The NiCE Active 365 Management Pack for Microsoft SCOM is a powerful tool designed to enhance monitoring and management capabilities within Microsoft System Center Operations Manager (SCOM). It provides comprehensive insights and monitoring for Microsoft 365 services, ensuring proactive identification of issues and facilitating robust maintenance of the entire Microsoft 365 environment.

1. Outstanding Plug-and-Play Solution

NiCE's Active 365 Management Pack stands out as an exceptional plug-and-play solution that seamlessly incorporates all default requirements, notably tenant-based monitoring. This pack offers immediate relief by bridging the gaps left by the default monitoring solution.

2. Analytical Customization Expertise

NiCE's support team comprises analytical customization experts capable of tailoring monitoring solutions to match specific business needs. Their expertise ensures a tailored approach, addressing unique monitoring demands with precision.

3. Adherence to Stringent Security Standards

The NiCE Management Pack comes with a robust framework that aligns flawlessly with the highest security standards. This ensures that businesses can confidently monitor their Microsoft 365 environments without compromising on security.

Results achieved

Through the adoption of NiCE's comprehensive solution, the company has achieved a series of tangible benefits.

1. Clear and Reliable Tenant-Based Monitoring

NiCE empowers businesses with precise and reliable Microsoft 365 tenant-based monitoring. This provides an intricate view of the system's performance, aiding in swift issue identification and resolution.

2. Insights into User Experience vs. SLAs

NiCE's solution offers a deep understanding of the Microsoft 365 User Experience in direct comparison with Service Level Agreements (SLAs). This knowledge equips organizations to align their user experience with predefined benchmarks, enhancing overall performance.

3. Assured Monitoring with Modern Authentication

NiCE's approach to Microsoft 365 monitoring integrates modern authentication methods, offering reassurance to businesses by ensuring robust and secure monitoring practices.

In essence, the NiCE Active 365 Management Pack is a transformative force in the domain of Microsoft 365 monitoring, addressing critical issues while delivering comprehensive, secure, and insightful solutions tailored to modern business requirements.

About NiCE

NiCE Services for Microsoft System Center encompass consulting services tailored to System Center Operations Manager, Configurations Manager, and Service Manager. Our offerings include SCOM Health Assessments, advice and provisioning for third-party SCOM tools, as well as SCOM-centric monitoring solutions for business elements such as applications, databases, operating systems, services, and custom applications.

NiCE Management Packs for SCOM are available for AIX, Azure AD Connect, Entra ID, Citrix VAD & ADC, Custom Applications, HCL Domino, IBM Db2, IBM Power HA, Linux on Power Systems, Log Files, Microsoft 365, Microsoft Teams, Microsoft SharePoint, Microsoft Exchange, Microsoft OneDrive, Mongo DB, Oracle, Veritas Clusters, VMware, VMware Horizon, and zLinux.

Our commitment
1. Ongoing development, incl. latest version support
2. Top required metrics come out-of-the-box
3. Integrated source knowledge to solve issues faster
4. Custom development & coaching
5. Highly responsive support team
6. Easy onboarding & renewals
7. Largest set of Microsoft SCOM Management Packs

About Microsoft System Center Operations Manager (SCOM)
Microsoft System Center Operations Manager (SCOM) is a powerful IT management solution designed to help organizations monitor, troubleshoot, and ensure the health of their IT infrastructure. SCOM provides comprehensive infrastructure monitoring, offering insights into the performance, availability, and security of applications and workloads across on-premises, cloud, and hybrid environments. With its robust set of features, SCOM enables IT professionals to proactively identify and address potential issues before they impact the business, improving overall operational efficiency and reducing downtime. By leveraging SCOM, businesses can achieve greater control over their IT environment, ensuring a seamless user experience and enhancing the reliability of their services.

Take advantage of all the benefits of advanced monitoring using NiCE Management Packs for Microsoft System Center Operations Manager. Contact us at solutions@nice.de (EMEA, APAC), or solutions@nice.us.com (US, LATAM) for a quick demo, and a free 30 days trial.

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