

Customer Use Case

Global Packaging Solution Provider

using the NiCE Active 365 Management Pack

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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. Introduction to

Global Packaging Provider Short Profile

A global packaging solution provider shoulders multifaceted responsibilities. Their duties extend to ensuring sustainability by implementing eco-friendly materials and practices meeting stringent regulatory standards across borders. Additionally, they manage supply chains adeptly, optimizing logistics and distribution networks to deliver efficient and cost-effective packaging solutions while consistently innovating to address evolving market needs and technological advancements in the packaging industry.

Overcoming Microsoft 365 Monitoring Challenges

In the realm of Microsoft 365 monitoring challenges, a multinational packaging corporation faced critical issues ensuring adherence to Service Level Agreements (SLAs) while guaranteeing seamless Microsoft Exchange Online and Microsoft SharePoint monitoring, especially during a large-scale migration. Moreover, the company required reliable outside-in monitoring across their globally dispersed offices.

Choosing NiCE's Active 365 Management Pack for SCOM was instrumental in resolving these issues. NiCE stood out for offering a tenant-based solution seamlessly integrating with Microsoft SCOM, surpassing the client's high expectations for monitoring and support across their expansive global environment. NiCE's established track record in advanced SCOM-based monitoring solidified their decision.

The results were transformative for the IT team. They gained comprehensive insights into user experiences vis-à-vis SLAs, empowering them with clear visibility through dashboard views that

provided real-time global performance metrics. NiCE's robust monitoring, encompassing the entire landscape of Microsoft Exchange and SharePoint, including Outside-In monitoring, ensured a proof system, enhancing the organization's overall reliability and efficiency. This partnership equipped the company with the tools and insights necessary to navigate complex migrations and maintain peak performance across their Microsoft 365 services.

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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