

# Customer Use Case

**Investment Bank**

**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.

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## Investment Bank Short Profile

Investment Banks are financial institutions that provide a range of financial services to corporations, governments, and high-net-worth individuals. These banks specialize in facilitating capital-raising activities, mergers and acquisitions, and other complex financial transactions. They offer services such as underwriting, trading of securities, asset management, advisory services, and wealth management. Investment Banks also play a crucial role in the global financial markets, providing expertise in risk management, investment strategies, and market research. They act as intermediaries between investors and entities seeking capital, contributing significantly to the functioning and growth of economies worldwide.

Investment Banks encounter specific Microsoft 365 (M365) monitoring challenges due to their highly regulated and security-sensitive environment. Challenges include ensuring strict compliance with financial industry regulations while monitoring M365 services. They also face complexities in managing diverse user access levels and permissions across geographically dispersed teams, demanding meticulous oversight to prevent unauthorized access or data breaches. Additionally, maintaining uninterrupted service availability and reliability for critical financial operations within the M365 environment is paramount, necessitating robust monitoring to detect and address any potential disruptions swiftly.

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## Customer-Specific M365 Monitoring Challenges

The Investment Bank requires a dependable solution for measuring Microsoft 365 User Experience, particularly in a globally distributed setup, to ensure proactive monitoring. Additionally, there is a need for comprehensive dashboards that offer insights based on geolocations to effectively assess and monitor Microsoft 365 performance indicators across diverse locations.

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### 1. Demand for Reliable Microsoft 365 UX Measurement

The necessity for a proactive and dependable solution to measure Microsoft 365 User Experience is critical, particularly in a globally distributed setup.

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### 2. Essential Dashboards for Geolocation-Based Insights

Comprehensive dashboards providing end-to-end views of Microsoft 365 performance indicators across diverse geolocations are vital for effective monitoring and assessment.

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## NiCE's Value Proposition

NiCE demonstrated outstanding pre-sales support, seamlessly configuring global Microsoft 365 UX monitoring for a multi-continent IT team, showcasing their proficiency in handling intricate monitoring requirements. The customer's positive history with other NiCE monitoring solutions strengthened their confidence in NiCE's competence and dependability.

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### 1. Exceptional Pre-sales Support for Global Monitoring

NiCE showcased exemplary pre-sales support, configuring Microsoft 365 UX monitoring seamlessly for a multi-continent IT team, highlighting their expertise in addressing complex monitoring needs.

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### 2. Positive Track Record with NiCE Solutions

The customer's favorable experience with other NiCE monitoring solutions reinforced their trust in NiCE's capabilities and reliability.

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# Achieved Outcomes

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## 1. Real-time Insights into Global Microsoft 365 UX

The NiCE Active 365 Management Pack provided a dependable and immediate overview of user experiences across diverse geolocations for Microsoft 365 services, enhancing their monitoring efficiency significantly.

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## 2. Enhanced Comparative Analysis with SLAs

With independent measures of Microsoft 365 user experience, the organization can now conduct direct comparisons against their Service Level Agreements (SLAs), ensuring better compliance and performance assessment.

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## 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](mailto:solutions@nice.de) (EMEA, APAC), or [solutions@nice.us.com](mailto:solutions@nice.us.com) (US, LATAM) for a quick demo, and a free 30 days trial.

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