

# Customer Use Case

**Multinational 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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## Multinational Bank Short Profile

Multinational banks are financial institutions with a global presence, operating in multiple countries and regions around the world. These banks offer a wide range of financial services, including retail and commercial banking, investment banking, asset management, and wealth management. They cater to diverse client needs, serving individuals, corporations, governments, and institutional clients. Multinational banks leverage their extensive network of branches, digital banking platforms, and strategic alliances to provide comprehensive financial solutions internationally. They play a pivotal role in the global economy, facilitating cross-border transactions, financing international trade, and supporting economic development across various regions. Regulatory compliance, risk management, and adapting to diverse cultural and economic landscapes are crucial aspects of their operations due to their global footprint.

Monitoring Microsoft 365 environments presents challenges for multinational banks on a global scale due to the complexity of managing diverse regions with varying regulations and cultural nuances. They face the daunting task of maintaining stringent security and compliance standards across jurisdictions while overseeing user access and data within Microsoft 365. Ensuring uninterrupted service availability and top-notch performance across different regions and time zones poses another hurdle, requiring vigilant monitoring to address potential disruptions swiftly. Additionally, managing data governance and privacy while handling extensive financial data within the Microsoft 365 platform demands meticulous oversight. Integrating hybrid infrastructure, combining on-premises and cloud systems, further complicates monitoring efforts, necessitating seamless integration and comprehensive visibility throughout the environment.

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## **Customer-Specific M365 Monitoring Challenges**

The customer faces significant Mean Time to Repair (MTTR) challenges during Microsoft 365 outages, emphasizing the pressing need for a quicker resolution process. Their urgent requirement lies in efficiently addressing Microsoft 365 issues, highlighting the critical necessity for a reliable monitoring solution to improve availability and performance management within their M365 environment.

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### **High MTTR for Office 365 Outages**

The customer's IT team is experiencing significant Mean Time to Repair (MTTR) during Microsoft 365 outages, demanding a faster resolution process.

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### **Requirement for Rapid Issue Addressing**

They urgently need to address Microsoft 365 issues more efficiently, seeking a reliable monitoring solution to enhance availability and performance management.

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## **NiCE's Approach**

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### **Knowledgeable and Reliable Partnership**

Partnering with NiCE, known for their highly reliable and skilled approach, building expertise to address intricate monitoring needs effectively.

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### **Solution that Exceeds Expectations**

NiCE's offered solution surpasses expectations, aligning with the company's expansion plans seamlessly.

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## Achieved Outcomes

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### Comprehensive Monitoring Features

NiCE's solution provides real end-to-end views, key indicators, drill-down options, action advisories, and comprehensive reports, encompassing the entire system.

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### Improved MTTR and TCO

Significant improvements in Mean Time to Repair (MTTR) and Total Cost of Ownership (TCO) due to enhanced monitoring efficiency help exceptionally in running a future-proof environment.

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### Plans for Extended Monitoring

The customer has signaled clear intentions to expand their monitoring capabilities further using NiCE's solutions, highlighting the success and trust in the provided solutions.

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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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