

# Hidden Cost of Siloed Monitoring

## and How to Consolidate with Microsoft SCOM

**A Whitepaper by NiCE IT Management Solutions**



This whitepaper by NiCE IT Management Solutions offers a practical guide to addressing the top challenges in enterprise monitoring, focusing on the hidden costs of siloed tools, operational inefficiencies, and alert noise.

It explores how Microsoft System Center Operations Manager (SCOM), combined with targeted Management Packs and expert services, can help organizations consolidate monitoring, improve visibility, and drive more efficient, business-aligned IT operations.

---

# Contents

Introcution..... 4

The Hidden Costs of Siloed Monitoring ..... 4

Why SCOM Is Well-Suited for Consolidation..... 5

Extending SCOM Beyond Microsoft Workloads ..... 5

    Steps to a Successful Consolidation Strategy..... 5

    Integrating Specialized Management Packs and Services..... 6

    Business Benefits of Consolidation ..... 6

Conclusion..... 6

About NiCE..... 7

## Executive Summary

In today's complex IT environments, organizations often rely on a patchwork of specialized monitoring tools. One platform might monitor databases, another cloud workloads, a third enterprise applications, and yet another the infrastructure itself. While each tool addresses a specific need, this fragmented approach introduces hidden costs that can undermine operational efficiency, inflate budgets, and slow response times when critical incidents occur.

Microsoft System Center Operations Manager (SCOM) offers a mature and extensible platform that enables the unification of monitoring across an organization's entire IT landscape. When combined with specialized Management Packs and professional services, SCOM can reduce complexity, lower total cost of ownership, and improve operational agility. This paper examines the hidden costs of siloed monitoring, the benefits of consolidation, and how enterprises can adopt a more streamlined and effective monitoring strategy.



---

# Introduction

## The Monitoring Tool Landscape Today

Many mid- to large-sized enterprises operate four to six distinct monitoring platforms. Each tool is often selected independently and tailored to a specific system, such as a database, cloud service, or enterprise application. Over time, however, this patchwork of solutions creates operational friction. IT teams must navigate multiple interfaces, reconcile conflicting alerts, and maintain expertise across various platforms. The complexity of managing disconnected tools can outweigh the initial benefits of best-of-breed monitoring solutions.

The consequences are subtle at first: duplicated effort, inconsistent dashboards, alert fatigue. However, the hidden costs become apparent when incidents occur, data silos prevent clear insights, and fragmented monitoring hinders timely and effective decision-making.

---

## The Hidden Costs of Siloed Monitoring

While multiple monitoring tools may appear to provide comprehensive coverage, they introduce costs that are often overlooked. Licensing and maintenance fees can accumulate quickly, particularly when each tool requires its own support contract. Operational inefficiencies multiply as teams spend more time correlating alerts, learning multiple interfaces, and training new staff on disparate platforms.

Perhaps most critically, incident response is slowed. When a critical outage occurs, IT staff must piece together information from disconnected systems, which extends the mean time to resolution (MTTR) and increases the risk of prolonged downtime. Fragmented monitoring also creates blind spots, limiting the organization's ability to connect IT performance to business outcomes and exposing potential gaps in compliance or governance.

---

## Why SCOM Is Well-Suited for Consolidation

Microsoft SCOM has been a trusted monitoring platform for over a decade. Its strengths lie not only in its deep integration with Microsoft technologies, including Windows Server, Active Directory, Exchange, and Azure, but also in its extensible architecture. Through Management Packs, SCOM can monitor a wide variety of non-Microsoft workloads, including enterprise applications, databases, and hybrid cloud environments.

For many enterprises, leveraging SCOM as a central monitoring platform represents a practical path to consolidation. Existing investments can be maximized, overlapping tools can be retired, and IT teams can be given a single, unified interface for monitoring the entire IT estate.

---

## Extending SCOM Beyond Microsoft Workloads

SCOM's extensibility is key to consolidating monitoring. Enterprises can extend visibility to databases such as Oracle, DB2, MySQL, and PostgreSQL, as well as enterprise applications like SAP and IBM, and cloud or hybrid infrastructure in Azure and AWS. By doing so, organizations can achieve a single pane of glass for monitoring, streamline alerting and reporting, and reduce or eliminate redundant monitoring tools.

Whether using native Management Packs, custom-developed solutions, or third-party options, extending SCOM ensures that monitoring is both comprehensive and actionable, providing IT teams with the clarity they need to respond quickly to incidents and plan proactively for future growth.

---

## Steps to a Successful Consolidation Strategy

Effective consolidation requires planning and a phased approach. Organizations should begin by assessing the existing monitoring landscape to identify overlaps, gaps, and high-priority systems. Pilots can then be deployed on selected workloads to validate the approach. Over time, additional workloads can be brought under the unified SCOM platform, while redundant tools are phased out. Regular reviews and continuous optimization ensure that the consolidated monitoring environment evolves in line with the organization's needs.

---

## Integrating Specialized Management Packs and Services

While the consolidation strategy itself is platform-agnostic, enterprises can accelerate the process and reduce risk through specialized Management Packs and professional services. For example, NiCE provides pre-built Management Packs for enterprise applications, databases, and cloud services, along with consulting, custom development, and training services. These offerings enable organizations to implement SCOM consolidation efficiently, reduce complexity, and ensure that teams are fully equipped to leverage the unified platform.

---

## Business Benefits of Consolidation

The advantages of consolidating monitoring onto SCOM are tangible. Organizations experience lower total cost of ownership through reduced licensing costs, simplified vendor management, and lower training overhead. Incident response times improve thanks to unified visibility and consistent alerting. Holistic monitoring enhances reliability, reduces downtime, and lays the foundation for future initiatives, such as predictive analytics, automation, and AIOps. Perhaps most importantly, a consolidated monitoring platform positions IT as a strategic partner to the business, capable of delivering insights that extend beyond technology and into operational decision-making.

---

## Conclusion

Siloed monitoring tools create hidden costs that can undermine IT operations and business agility. By consolidating monitoring onto a unified platform such as Microsoft SCOM, organizations can streamline operations, reduce costs, and improve operational effectiveness. Specialized Management Packs and professional services — such as those offered by NiCE — can further accelerate the process, enabling easier achievement of comprehensive monitoring coverage, faster incident resolution, and greater long-term value.

---

# 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, training, 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 Microsoft SCOM** are available for AIX, Azure AD Connect, Entra ID, Citrix VAD & ADC, Custom Applications, HCL Domino, IBM Db2, IBM HMC & VIOS, IBM Power HA, Linux on Power Systems, Log Files, MariaDB, Microsoft 365, Microsoft Teams, Microsoft SharePoint, Microsoft Exchange, Microsoft OneDrive, Mongo DB, NetApp ONTAP, Oracle, Veritas Clusters, VMware, 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 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 60 days trial.

### NiCE IT Management Solutions GmbH

Liebigstrasse 9  
71229 Leonberg  
Germany

[www.nice.de](http://www.nice.de)  
[solutions@nice.de](mailto:solutions@nice.de)

### NiCE IT Management Solutions Corporation

3478 Buskirk Avenue, Suite 1000  
Pleasant Hill, CA 94523  
USA

[www.nice.us.com](http://www.nice.us.com)  
[solutions@nice.us.com](mailto:solutions@nice.us.com)

