

Press Release

NiCE and TazamaTech Announce Strategic Partnership for Next-Generation IT Operations

Leonberg, May 05, 2026 – NiCE IT Management Solutions and TazamaTech Software today announced a strategic partnership to advance modern IT Operations through the combination of enhanced monitoring technologies and next-generation AIOps.

The integration of NiCE's advanced monitoring expertise and management pack capabilities with TazamaTech's AIOps Navigator is the core of the collaboration. Together, the companies deliver a unified approach that extends existing IT operations environments, connects data silos, and enables intelligent, business-driven decision-making.

Modern IT organizations are increasingly challenged by complex hybrid infrastructures that require greater visibility, faster incident resolution, and higher operational efficiency. This partnership directly addresses these challenges by bridging traditional monitoring with AI-powered operations intelligence.

NiCE contributes deep monitoring capabilities, particularly in Microsoft SCOM environments, enabling granular visibility and extensibility across hybrid infrastructures. TazamaTech complements this foundation with its AIOps Navigator platform, delivering advanced analytics, event correlation, predictive insights, and automated remediation workflows.

The combined solution enables organizations to consolidate operational data from multiple sources, detect patterns in real time, and trigger automated incident responses. This results in

reduced mean time to resolution (MTTR), lower operational overhead, and improved availability of mission-critical services.

"The requirements for IT Operations are fundamentally changing. Organizations are looking for integrated solutions that go beyond traditional monitoring," said Horst Nebenführ, CEO of NiCE.

"Through our partnership with TazamaTech, we combine proven monitoring expertise with modern AIOps capabilities to deliver real value to our customers."

TazamaTech emphasized the strategic importance of the collaboration: "By combining deep monitoring knowledge with an intelligent AIOps platform, we enable a new level of operational intelligence and automation."

The partnership is particularly relevant for enterprises looking to extend existing monitoring investments, such as Microsoft SCOM or similar platforms, toward more proactive, and increasingly autonomous IT operations models.

About NiCE

NiCE provides monitoring and observability solutions for hybrid IT environments, with deep expertise in Microsoft-based infrastructures. With more than 20 off-the-shelf products and tailored solutions for platforms such as Microsoft SCOM, NiCE delivers scalable visibility and control across complex IT landscapes. The company also supports customers through consulting, implementation, customization, and operational services to strengthen and streamline IT operations.

About TazamaTech Software

TazamaTech drives the evolution of IT operations with its AIOps Navigator platform, enabling intelligent integration, correlation, and automation across modern environments. Alongside its platform, TazamaTech offers consulting, implementation, system integration, and operational enablement, as well as monitoring extensions for Microsoft SCOM, Checkmk, and other ecosystems. The company helps organizations shift from reactive operations to intelligent, automated, and continuously improving IT.

For more information, visit <https://www.nice.de/> and <https://tazamatech.com/>

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