

Monitoring Beyond SCOM

Taking Deep Monitoring Expertise Across Platforms

Whitepaper by NiCE IT Management Solutions

Introduction

NiCE IT Management Solutions is known for deep expertise in **Microsoft System Center Operations Manager (SCOM)** monitoring.

But enterprise monitoring has never been about SCOM alone. Many environments run **multiple monitoring platforms** — SCOM alongside Zabbix, Checkmk, PRTG, Icinga2, Datadog, Dynatrace, and others.

This paper explores how the technology-specific monitoring expertise NiCE has built over more than 20 years can be extended beyond SCOM — to the platforms you already run. It looks at what genuine monitoring depth means, where generic monitoring often falls short, and how specialized knowledge can be applied across different monitoring platforms.

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The Multi-Platform Reality

Most enterprises don't run one monitoring platform — they run several.

A merger brings Zabbix. A cloud initiative brings Checkmk. A network team has relied on PRTG for years. Meanwhile, the applications, databases, and infrastructure underneath don't care which dashboard is watching them.

An Oracle listener fails the same way whether Microsoft System Center Operations Manager (SCOM) or Zabbix happens to be looking.

The result, in almost every environment we've worked in, is a **depth mismatch**: mission-critical systems get expert-level monitoring on whichever platform the team built up expertise on first, and comparatively shallow checks everywhere else. That gap is where incidents hide, not because a tool is bad, but because nobody had the time or specialist knowledge to build the same level of insight twice.

NiCE has spent more than 20 years building that specialist monitoring knowledge: not just "is it running," but which Oracle ASM metrics actually predict a storage problem, which VMware configuration drift indicates a compliance risk, which AIX process behavior signals a system heading toward trouble.

That knowledge is not tied to the IT monitoring platform, it's tied to the applications, databases, and operating systems themselves. **TazamaTech Software**, the recent NiCE spin-off, is now extending it outward to what our customers tell us they run alongside SCOM: Zabbix, Checkmk, Nagios, PRTG, and Icinga2, as well as to any other IT monitoring platform requested.

Monitoring Depth Matters

Almost anything can be monitored. The question is whether it is monitored well.

Almost any platform can tell you whether a process is running or a disk is filling up. Deep monitoring means knowing which technology-specific signals matter — and which ones indicate a problem before users feel the impact.

Oracle

ASM capacity. Data Guard lag. RMAN failures.

VMware

Configuration drift. Certificates. Security posture.

IBM Power

Process behavior. Time synchronization. Filesystem and I/O health.

This is the layer the monitoring solutions we built have always operated at and are now made available for Checkmk, Nagios, Datadog, Zabbix, PRTG, Icinga2, SCOM, or whatever IT Monitoring platform you run by TazamaTech.

Deep Monitoring Across Your Technology Stack

Our expertise spans a wide range of applications, databases, and infrastructure, considerably broader than most monitoring platforms attempt to cover natively.

Here's where that depth applies, no matter the monitoring platform you run.

Databases

Oracle · IBM Db2 · MongoDB · MariaDB

Tablespace and datafile health, ASM and RMAN visibility, Data Guard replication, replica topology, performance and capacity — with technology-specific thresholds that separate real problems from routine noise.

Virtualization & Storage

VMware vSphere · NetApp ONTAP

vSAN health, snapshot management, certificate expiry, configuration drift, and security/compliance visibility for VMware — plus NetApp monitoring down to the Storage Virtual Machine, volume, and LUN level, including SnapMirror replication health.

IBM Power Systems & Enterprise Unix

AIX · Linux on Power · IBM PowerHA · HMC & VIOS · Linux on IBM Z

Filesystem and I/O integrity, LVM and multipath health, LPAR and Shared Processor Pool visibility, HMC serviceable-event correlation, time synchronization, and PowerHA resource-group failover — covering the technology-specific signals that generic OS monitoring often misses.

Citrix

ADC · Virtual Apps & Desktops / DaaS

ADC appliance health, load-balancing objects, SSL certificates, logon experience, StoreFront and PVS performance, and session-level visibility — connecting infrastructure health with the actual user experience.

Collaboration & High Availability

HCL Domino · Veritas Cluster Server

Mail and application service health, replication and security posture for Domino, combined with object-level visibility into Veritas Cluster Server nodes, service groups, mount points, and failover policies.

Microsoft 365

Teams · SharePoint · OneDrive · Exchange · Entra ID

Microsoft Graph-based monitoring for service health, synthetic and real-user experience, Teams call quality, and Secure Score — securely deployed within your Azure tenant with a least-privilege permission model and multi-tenant support.

TazamaTech Software transfers this to the monitoring platform of your choice.

From Basic Checks to Deep Monitoring

Native monitoring coverage varies widely by platform. TazamaTech adds technology-specific monitoring depth based on NiCE's experience across complex enterprise environments.

Technology Area	Native Platform Coverage (typical)	With NiCE Monitoring Depth
Oracle Database	Basic to solid, depending on platform	Deep — ASM, RMAN, Data Guard, tablespace forecasting
IBM Db2	Minimal to none	Deep — instance, tablespace, log, and workload monitoring
MongoDB	Moderate	Deep — replication, sharding, license, and topology visibility
MariaDB	Moderate (via generic MySQL checks)	Deep — performance, capacity, and access/security monitoring
VMware vSphere	Basic to solid, depending on platform	Deep — vSAN, snapshots, certificates, security/compliance drift
NetApp ONTAP	Basic to solid, depending on platform	Deep — down to SVM, volume, LUN, and SnapMirror lag
AIX / Linux on IBM Power / Linux on IBM Z	Minimal (generic OS-level only) – mediocre/advanced (depending on effort and professional knowledge)	Deep — filesystem, LVM, multipath, cron, time-sync, security
IBM PowerHA / HMC & VIOS	Minimal to none	Deep — resource groups, LPARs, Shared Processor Pools, failover
Citrix ADC	Basic (typically community SNMP)	Deep — HA failover, SSL certificates, load-balancing objects
Citrix Virtual Apps & Desktops / DaaS	Minimal to none	Deep — logon experience, session, StoreFront/PVS monitoring
HCL Domino	Minimal to none	Deep — mail/application health, replication, security posture
Veritas Cluster Server	Minimal to none	Deep — nodes, service groups, mount points, failover policies
Microsoft 365 (Teams, SharePoint, OneDrive, Exchange, Entra)	Minimal to none	Deep — Graph-based synthetic & real-user monitoring, Secure Score

"Native platform coverage" reflects typical out-of-the-box or community options as of this writing and varies by platform, version, and configuration. Talk to us for specifics on your environment.

Every Catalog Has an Edge

No monitoring catalog covers everything.

Your environment may contain an in-house application, a customized ERP module or a niche vendor platform that doesn't fit any generic monitoring template.

Built in days, not months

This is where NiCE, and now TazamaTech, go further than porting existing monitoring solutions to new platforms. We build custom-specific monitoring solutions around the applications that are actually unique to you — and we typically deliver a working, production-ready monitoring solution in days, not months.

The payoff extends even past day-to-day operations, too. When monitoring models your application correctly, reporting improves along with it — availability trends for application owners, service-level reporting for management, and the kind of clean, contextual monitoring data that effective AIOps depend on.

Fast, Because the Gap Can't Wait

A custom application that's been running on generic thresholds for years doesn't need a multi-month monitoring project. It needs monitoring that understands it, built quickly enough to close the gap before it turns into an incident.

That speed applies whether the destination is Microsoft SCOM or the same non-SCOM platforms covered throughout this paper: Zabbix, Nagios, Checkmk, PRTG, Icinga2, Datadog, Dynatrace, or whatever your team runs.

If it's important enough to run your business on, it's important enough to monitor properly — and quickly.

Real-World Example: Extending Oracle Monitoring to Checkmk

The challenge

A financial services customer used SCOM for its Windows estate, with deep NiCE monitoring for Oracle and VMware. A separate team used Checkmk for Linux and database infrastructure.

The gap

Checkmk could confirm that the Oracle database process was running, but the team lacked the deeper Oracle visibility available in SCOM. Oracle listener issues were discovered only after users experienced slow transactions.

The solution

TazamaTech extended NiCE's Oracle monitoring logic to Checkmk, including:

- Tablespace forecasting
- ASM disk group health
- Listener monitoring
- Data Guard visibility

The result

Both teams could work with the same depth of Oracle monitoring, regardless of which monitoring platform they used.

Why NiCE + TazamaTech

One Monitoring Approach. Every Platforms

- **Two companies, one team of experts.** NiCE remains a contract partner for its SCOM Management Packs. TazamaTech, an independent NiCE spin-off staffed by former NiCE developers and consultants, brings the same monitoring knowledge to Checkmk, Zabbix, Nagios, Icinga2, PRTG, Datadog, Dynatrace, and beyond.
- **Two decades of operational knowledge,** not generic templates — every check reflects a real failure pattern we've seen and learned from in production environments.
- **Depth where general-purpose tools are thin.** From databases and virtualization to IBM Power, Linux on IBM Z, Citrix, and Microsoft 365, with coverage extendable to the platform you run.
- **Custom monitoring in days, not months.** For the applications that no catalog covers, on SCOM or any other platform.
- **Coordinated by contract.** NiCE and TazamaTech work under a cooperation agreement. Consulting is available directly from TazamaTech or through NiCE, with the same experts either way.

If there's a platform in your environment that's monitoring on autopilot, we'd like to talk. Tell us what monitoring platforms you're running, and we'll show you how quickly, and how deeply, we can extend our combined expertise to it.

About NiCE

NiCE Services for Microsoft System Center encompass consulting services tailored to System Center Operations Manager, Configuration 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, MongoDB, NetApp ONTAP, Oracle, URLs, Veritas Clusters, VMware vSphere, 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 for a quick demo, and a free 60 days trial.

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About TazamaTech Software

TazamaTech Software GmbH, based in Stuttgart, Germany, is an independent spin-off of NiCE IT Management Solutions. Its team of former NiCE developers and consultants brings more than two decades of monitoring expertise to platforms beyond SCOM, including Checkmk, Zabbix, Nagios, Icinga2, PRTG, Datadog, and Dynatrace.

TazamaTech develops technology-specific monitoring extensions for these platforms, as well as AIOps Navigator, an AI-powered solution for correlating, analyzing and visualizing monitoring data across platforms. For Microsoft SCOM, TazamaTech's AIOps solutions are available both directly and through NiCE.

Alongside its products, TazamaTech provides consulting across the full monitoring lifecycle, from design and implementation to custom monitoring development and optimization. TazamaTech works closely with NiCE under a long-term cooperation agreement.

Contact TazamaTech to extend your monitoring expertise to every platform you run.

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