

A low-angle, upward-looking photograph of a modern glass skyscraper. The building's facade is composed of a grid of dark metal frames and large glass panels, which reflect the sky and surrounding environment. The perspective creates a sense of height and architectural scale.

NiCE VMware vSphere Management Pack for SCOM

Customer Reference

European Bank Replaces Virtualization Monitoring

The Customer

A globally operating European bank with a large, distributed IT infrastructure operates around 3,500 virtual servers based on VMware vSphere. These virtual machines form the foundation for numerous business-critical applications, including systems used by the legal department to process documents daily.

If a virtual machine or the underlying hypervisor fails, affected employees can immediately lose access to these systems. Ensuring the continuous availability of the VMware environment is therefore essential to the bank's daily operations.

Starting Situation

The bank was already using SCOM 2025 with a wide range of Management Packs to monitor a mixed Windows/Linux environment. In parallel, Icinga2 was used as an additional monitoring and ticketing system.

Hyperscaler environments such as AWS, Azure, and Google Cloud played no role in this setup. The infrastructure is fully on-premises and operated as a sovereign environment.

The customer relies on VMware vSphere as its hypervisor platform. Until now, monitoring of the virtualization environment had been handled by a Veeam solution.

Why the Bank Acted Now

The trigger was a change to Veeam's licensing and contract terms. This was compounded by growing frustration with long product update cycles and a desire to reduce costs.

The bank therefore actively looked for an alternative that could replace its existing virtualization monitoring while continuing to meet its operational requirements.

Why NiCE

The bank chose NiCE because the solution could be implemented quickly and cost-effectively. Equally important was direct access to German- and English-speaking experts.

Personal contact and direct accessibility played an important role, as did the trust built through existing customer references. Rather than opting for a single-purpose solution, the bank valued one trusted point of contact with broad, deep expertise.

Project Timeline

The Proof of Concept ran for six months. The deliberately thorough approach was intended to establish a solid foundation for the bank's long-term monitoring strategy.

The main focus areas were:

- Replacing the existing Veeam solution
- Building full-featured VMware monitoring
- Fast, direct responses to change requests, including expert-level support when required

The implementation had to comply with the bank's strict internal security processes, which increased the implementation effort. This included additional hardware requirements and setting up supplementary server infrastructure.

On the customer side, the Chief Virtualization Manager and Chief Monitoring Manager managed the project. The VMware team in particular benefited from the implementation.

The key success criterion for the PoC was hypervisor monitoring that ensures virtual machine availability at least as reliably as the previous Veeam solution.

Result

With the NiCE Management Packs, the bank achieved around 90% of the functionality previously provided by Veeam — at significantly lower cost. At the same time, it gained new capabilities, including integrated security checks that go beyond the previous feature set.

The solution went live after six months.

Technical Benefits

- Significantly reduced effort for manual troubleshooting
- Elimination of manual event correlation
- Faster error detection
- Rapid implementation of new requirements
- Short release cycles to keep monitoring up to date
- Precise alerting combined with mature, continuously updated Product Knowledge providing best-practice guidance for specific use cases

Voice of the Customer

"The response time is outstanding. We experience consistent commitment — NiCE helped us with every request. We also greatly appreciate the personal on-site visits.

What impressed us just as much was the professional software development and deep VMware expertise of our partner, who always considers monitoring in a broader context."

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.

NiCE IT Management Solutions GmbH

Liebigstrasse 9
71229 Leonberg
Germany

www.nice.de
solutions@nice.de