

NiCE Active 365 Management Pack for Microsoft SCOM

Real-Time M365 Monitoring

Keeping Visibility Through Microsoft 365 Outages

Know What You Can Fix. Mitigate What You Can't. Fast.

The November 12–13 Microsoft 365 outage was another reminder of how heavily organizations depend on Microsoft's cloud services – and how much operational impact service interruptions can have.

When Exchange Online and other Microsoft 365 workloads have issues, IT teams need to understand what is affected, how their environment is responding, and whether services are recovering.

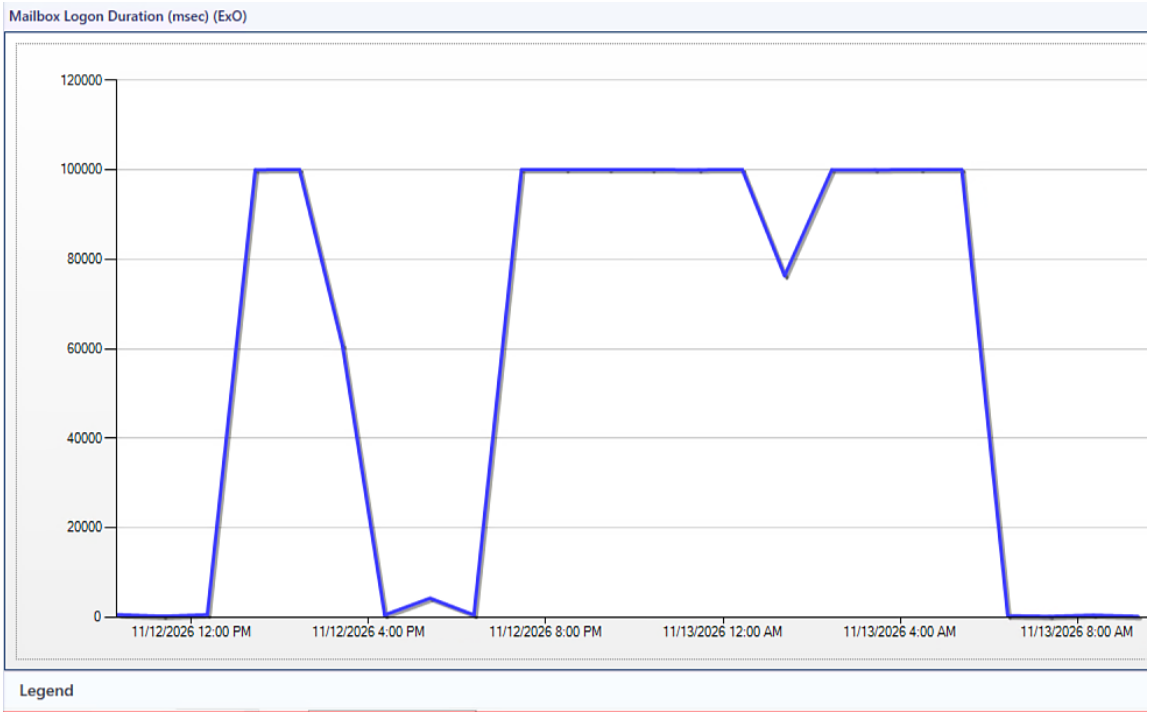
But while organizations cannot directly influence Microsoft's recovery efforts, they can monitor what is happening within their own Microsoft 365 environments.

And that's exactly what the NiCE Active 365 Management Pack demonstrated during this incident.

Combine Synthetic Monitoring and Microsoft Service Health Insights for a Clearer Picture

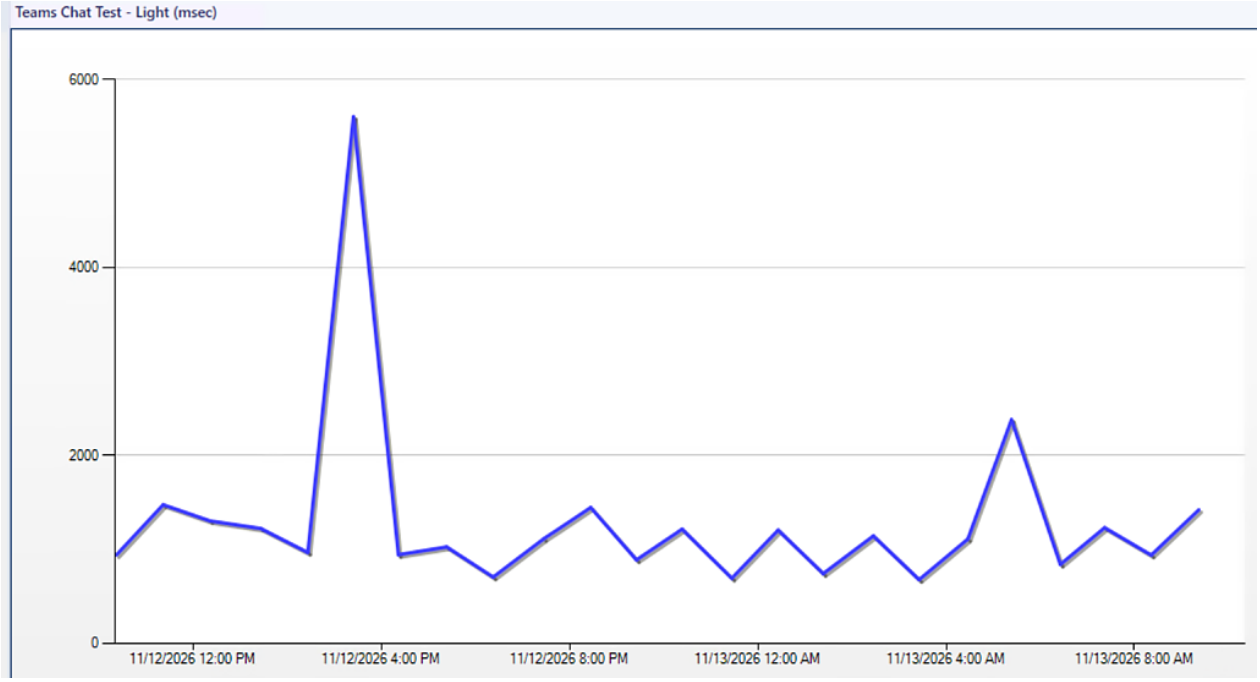
Running on Microsoft System Center Operations Manager (SCOM), the NiCE Active 365 Management Pack captured significant fluctuations in Exchange Online mailbox logon duration during the disruption.

One monitoring graph tells the story particularly well: mailbox logon duration climbed to approximately 100,000 milliseconds (100 seconds), repeatedly fluctuating throughout the incident. This provided a clear picture of the performance degradation experienced by users, rather than simply indicating that a service was unavailable.



Exchange Online mailbox logon duration during the November 12–13, 2026 Microsoft 365 disruption, captured by the NiCE Active 365 Management Pack in SCOM.

But another interesting detail emerged: while Exchange Online was experiencing severe performance issues, Microsoft Teams continued to respond normally in the monitored environment.



Microsoft Teams chat response time during the November 12–13, 2026 Microsoft 365 disruption, monitored through synthetic transactions by the NiCE Active 365 Management Pack in SCOM.

More Than Just Monitoring: Understanding What's Affected

This is where the combination of active and passive monitoring becomes particularly valuable.

The NiCE Active 365 Management Pack uses **synthetic transactions** to actively test Microsoft 365 applications and measure their actual responsiveness. This allows administrators to see how individual services behave from the perspective of their monitoring environment.

At the same time, the Management Pack captures Microsoft's own **Service Health notifications**, making official incident information available directly within SCOM.



Microsoft's notification of a Microsoft 365 Client Applications incident, captured by the NiCE Active 365 Management Pack and made available directly in SCOM.

During this outage, the solution captured Microsoft's notification of a Microsoft 365 Client Applications incident, providing additional context alongside its own monitoring results.

Together, these two approaches give Microsoft 365 administrators a more complete picture: what their monitoring detects, which services are affected, which remain operational, and what Microsoft itself reports about the incident.

Visibility When You Cannot Control the Outage

No monitoring solution can prevent an outage originating within Microsoft's infrastructure or accelerate the provider's recovery efforts. But knowing what is happening across your own Microsoft 365 environment helps IT teams make informed decisions, distinguish provider-side issues from local problems, and communicate the impact to their organization.

While Microsoft worked to resolve the outage, the NiCE Active 365 Management Pack monitored its impact on users.

Request a free M365 monitoring trial today

Discover the NiCE Active 365 Management Pack and bring Microsoft 365 monitoring into your SCOM environment.

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 day trial.

NiCE IT Management Solutions GmbH
Liebigstrasse 9
71229 Leonberg
Germany
www.nice.de
solutions@nice.de