

NiCE Active 365 Management Pack for Microsoft SCOM

Customer Reference

Keeping Global Operations Connected

Comprehensive Microsoft 365 Monitoring for a Global Packaging Manufacturer

Customer Profile	
Industry	Packaging
Company size	20,000+ employees
IT environment	Hybrid, geographically distributed infrastructure
Microsoft 365 environment	20,000+ users
Monitoring platform	Microsoft System Center Operations Manager (SCOM) 2019 and later
Solution	NiCE Active 365 Management Pack

The Challenge: Keeping Critical Collaboration Services Running

For a global packaging manufacturer with more than 20,000 employees, reliable communication and collaboration are essential to daily business operations. With production facilities and business units across multiple regions, Microsoft 365 services such as Exchange Online, Microsoft Teams, and SharePoint play a critical role in keeping the organization connected.

Serving more than 20,000 users, the company's Microsoft 365 environment is a business-critical component of its global IT infrastructure. Service availability, security, and continuity directly affect collaboration across facilities and, ultimately, the company's production chain.

The challenge became even greater as the company continued to grow through acquisitions and mergers. Integrating new users, systems, and environments required continuous adjustments to its IT landscape and created additional demands on monitoring and operational oversight.

The company needed a comprehensive monitoring solution that would provide visibility across its entire Microsoft 365 environment, help identify potential service issues, and deliver reliable reporting for both IT teams and senior management.

The Solution: Comprehensive M365 Monitoring with NiCE Active 365 Management Pack

Building on its existing Microsoft SCOM infrastructure, the company evaluated the NiCE Active 365 Management Pack to extend its monitoring capabilities to Microsoft 365.

The company conducted a two-month proof of concept to validate the solution's advertised features, assess its coverage, and verify that it met its specific technical, operational, and security requirements.

Following a successful evaluation, the NiCE Active 365 Management Pack was implemented within the company's hybrid, geographically distributed IT environment. The implementation also involved working through the customer's security and change management processes to accommodate its specific requirements.

What has been achieved is comprehensive monitoring of the company's Microsoft 365 environment, integrated into its established SCOM monitoring platform. The collected information is also available for reporting, providing IT teams and management with a clearer picture of the health and availability of critical collaboration services.

The Results: Complete Visibility and Greater Operational Confidence

With the NiCE Active 365 Management Pack in place, the company achieved its primary objective: monitoring its entire Microsoft 365 environment and making the information available for operational and management reporting.

Key benefits include:

- **Comprehensive Microsoft 365 visibility:** Monitoring coverage across an environment serving more than 20,000 users.
- **Improved operational oversight:** Greater insight into the health and availability of business-critical Microsoft 365 services.
- **Management-ready reporting:** Access to monitoring information that supports reporting and management oversight.
- **Support for business continuity:** Better visibility into third-party services on which worldwide communication, collaboration, and production operations depend.
- **Adaptability to business growth:** A monitoring solution that can accommodate changing requirements as new users, systems, and environments are integrated through acquisitions and mergers.

More Than a Solution: A Monitoring Partner That Understands the Business

The decision to work with NiCE was not based on technical features alone. The company also needed a reliable partner with the expertise and resources to understand its requirements, respond quickly, and adapt the solution to its specific needs.

While a free monitoring alternative was insufficient for the company's requirements, NiCE offered comprehensive monitoring capabilities, professional support, and direct access to a team that understands the customer's environment.

The customer particularly valued the ability to discuss requirements with knowledgeable specialists and find solutions without unnecessary delays.

Conclusion

For organizations operating complex, globally distributed IT environments, Microsoft 365 monitoring is about more than checking whether individual services are available. It is about maintaining visibility into the services that keep the business connected and operational.

With the NiCE Active 365 Management Pack, this global packaging manufacturer has extended its established Microsoft SCOM monitoring capabilities to its entire Microsoft 365 environment, gaining comprehensive visibility, improved reporting, and a knowledgeable partner to support its evolving requirements.

NiCE Active 365 Management Pack – Bringing Microsoft 365 monitoring into the bigger picture.

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