



Office 365 Monitoring

Increase Insight into Office 365

With the NiCE Active O365 Management Pack (MP) you have a tool that provides you with insight far beyond what the Office 365 Service Health Dashboard can display. Although Microsoft can display health information at the global or datacenter level, the NiCE Active O365 MP can also obtain and display detailed information about your Office 365 tenant based on active collected, real-time, real-user information.

Availability Monitoring through Probing

Do you receive calls from users complaining about mail issues even though Microsoft reports a healthy status for your region or datacenter? If this sounds familiar, read on. The only reliable way to ensure that business-critical functionality is working as expected is by performing active probing. With an intelligent and proactive approach to probing, NiCE Active O365 MP ensures that users of your tenant can always work in the way they want and you designed.

The NiCE Active O365 Management Pack for Microsoft System Center Operations Manager

Usage Reports and Office 365 Adaption

The hybrid approach of the NiCE Active O365 Management Pack allows to collect and process data from both Exchange online and Exchange 2013 and 2016. Data is stored in your existing System Center data warehouse. With the reporting engines available in your environment, you can report on Cloud adoption, mailbox migrations, and Office 365 license usage.

Challenges in Hybrid Environments

It is often tricky to pinpoint the root cause of problems that occur in complex, federated, hybrid environments.

To provide reliable monitoring in these types of environment, you can use the strength of Microsoft System Center as a solution that is fully deployed on premise with monitoring agents running on both on-premise and Cloud servers. The NiCE Active O365 MP utilizes monitoring probes in both environments and correlates the combined results in one single location to provide you with best-of-class, root-cause-analysis capabilities. The NiCE Active O365 MP is a tool that enables you to monitor all business critical functionalities in a hybrid deployment scenario, for example:

- calendar synchronization between on premise and Exchange online mailboxes
- mail flow between servers in different datacenters
- mailbox migrations

Use the Cloud with Confidence

It's an old adage that we do not trust technologies we do not understand. Office 365 deployments include a combination of highly complex components, each of which is subject to failure at any time, and the interdependence of the various components means that it is often hard to retain an overview of the deployment when taken as a whole. To simplify this complexity, Microsoft places Office 365 as an Azure service in its public Cloud offering. Despite all the advantages that come with the service, we can sometimes lose track of what happens to our own core business services. With the NiCE Active O365 MP, the approach is to discover and reveal the details of what is happening behind the Office 365 administration dashboards and consoles. The MP provides insight into where individual mailboxes reside and how components are connected. The NiCE Active O365 MP reveals as much detail as possible in order to build trust in Office 365 as a public Cloud offering.

Monitoring your Office 365 according to your business needs

Reduce cost

Leverage Existing Investments

The NiCE Active O365 MP will fully leverage your investment in System Center. Reusing the System Center data warehouse, Agent infrastructure and Console deployments, there is no need to invest in new databases, servers, or other infrastructure, which otherwise would typically be required for monitoring tools. In addition, there is no need to make any new firewall changes or overcome any other administrative hurdles. If you have integrated System Center in your alerting infrastructure, you can save both time and effort by using NiCE Active O365 MP, as all the monitoring infrastructure is already configured and setup. Even better, your IT staff are already familiar with the tools, which ensures a fast learning curve.

Support Cost Reduction

With fast and easily accessible reports, the NiCE Active O365 MP provides you with the facts you need to increase your insight into Cloud adoption, mailbox migrations, and the deployment of mailboxes across Office 365 datacenters. This insight provides value for IT organizations trying to reduce support costs. The NiCE Active O365 MP enables you to quickly identify system downtime and outages as well as tenant-specific problems. With the capability to measure SLAs through active probing on the tenant, you do not need to pass on the SLA reports provided by Microsoft. Instead, you have your own, tenant-specific SLA based on data you collected and have access to.

Identify, Qualify and Solve Problems Quickly

One of the toughest challenges with Office 365 is to gain any insight into what happens in the Cloud. When users report issues with mail, accessibility or calendar synchronizations, you have at least some chance of troubleshooting the issues on premise with Exchange 2013 and 2016. With Exchange Online, however, your possibilities are very limited. So what to do? The NiCE Active O365 MP includes our own smart algorithm to determine if other mailboxes are affected for the same tenant in the same datacenter. With these additional checks, the severity of the problem can quickly be rated and any required actions recommended and performed. At the same time, the MP can also monitor if mailboxes are being moved between Azure Datacenters.

NiCE Active O365 Management Pack

for Microsoft SCOM



**Smart Application Monitoring
You Can Rely On**



About NiCE

NiCE IT Management Solutions is a company that has over 25 years of experience with Cross Platform Application Monitoring Solutions on UNIX, Linux and Windows. NiCE has amassed this wealth of experience from collaboration and integration with our valued Business Partners including HP, Microsoft, Oracle, IBM and BlackBerry.

NiCE roots come from years of developing and perfecting Smart Plug-ins (SPIs) with our Business Partner, Hewlett Packard. With the introduction of Microsoft System Center Operations Manager, NiCE started developing Application Monitoring solutions for this platform as well.

As a Microsoft Gold Datacenter & Gold Application Development Partner, NiCE provides management packs for database and communication applications.

The NiCE mission has always been to provide the best monitoring solution for IT professionals worldwide. The highly skilled NiCE team services clients from around the globe spanning from SMBs to large corporations. NiCE IT Management Solutions is focused on ensuring that our clients are completely satisfied with our products because of the value they add to their business.

Global operations

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All NiCE Management Packs

Active O365 MP | BlackBerry MP | Custom MPs | DB2 MP | Domino MP | HANA MP | Linux Power MP | Log File MP | Oracle MP | PowerHA MP | SAP MP | Veritas MP | VMware MP | zLinux MP



Features

- Comprehensive discovery of hybrid Office 365 deployments
- Active probing for user verification
- Detailed reports on license usage and SLAs
- Built on reliable NiCE components

Benefits

- Full overview of your Office 365 landscape
- Quickly identify issues impacting service availability
- High ROI, great ease of use
- Shallow learning curve, high ease of use
- Peace of mind, high value, competitive price

Technologies used

- Microsoft System Center Operations Manager 2012 R2, 2016, 1801, 1807, 2019
- Microsoft Monitoring Agents
- Support for
 - Microsoft Office 365
 - Microsoft Exchange Online
 - Microsoft Exchange Hybrid & Exchange Server
 - SharePoint Online
 - OneDrive Online

Microsoft Customer Success Story

NiCE solutions enables the banking industry to stay on top of technology and business trends. 24 hours a day. 365 days a year.

Read the full success story at <http://customers.microsoft.com/en-US/story/firm-improves-it-services-to-banks-with-centralized-monitoring-solution> or bit.ly/2hzFTaC.

Press Releases

NiCE Extends Microsoft System Center Operations Manager by Monitoring Office 365 Synthetic Transactions for Hybrid Exchange

Read the full press release at <https://www.nice.de/2018/03/16/press-release/> or bit.ly/O365-MP-press.