



BlackBerry Enterprise Monitoring

Innovative MP architecture

The NiCE BlackBerry Enterprise Management Pack (NiCE BlackBerry Enterprise MP) continuously **monitors your BES 12, BES 10 and BES 5 BlackBerry Enterprise Server**, identifying server problems before they affect applications and end users, through the use of predefined event conditions and threshold monitors.

The NiCE BlackBerry Enterprise MP is designed to increase the productivity of both the Microsoft System Center Operations Manager (SCOM) administrator and operator, providing the ability to quickly identify problems and take corrective action to avoid costly downtime.

Technologies used

- Microsoft System Center Operations Manager 2012 SP1 and later
- BES 12, BES 10, BES 5 Environments

NiCE BlackBerry Enterprise Management Pack for Microsoft System Center Operations Manager

Monitoring your BES environment is business critical

When using mobile devices is crucial for your company’s messaging service, it is necessary to provide both high availability concepts and professional monitoring. The BlackBerry ecosystem consists of a large number of interconnected components.

These include messaging servers such as Microsoft Exchange or Domino database and application servers. Even in smaller environments, you want to make sure all components and interconnections are in a healthy state in order to ensure service levels.

The importance of BlackBerry Server Management

BlackBerry Enterprise Systems connect to IBM Domino applications or Microsoft Exchange servers. Central to the BlackBerry solution is the BlackBerry Enterprise Service (BES) configuration database.

All data and software reside on physical or virtual servers, or both, using physical and virtual storage and are interacting via multiple network paths. Delayed message delivery, due to performance problems, could source from any point within that given messaging ecosystem. The same is true with faults. They may not necessarily have originated in the BlackBerry Enterprise software itself – they could have originated anywhere.

Hence, the key part of managing any environment is the ability to track and trend usage and identify anomalies within one pane of glass. The NiCE BlackBerry Enterprise MP for Microsoft System Center Operations Manager gives you one central collection point for all your messaging related resources, such as the BlackBerry servers and components, email servers, anti-virus plug-ins and instant-messaging servers.

Monitor your BlackBerry Enterprise according to your actual business needs

Proactively monitor BlackBerry Infrastructure Resources

The NiCE BlackBerry Enterprise MP was designed to increase the productivity of both the Operations Manager administrator and operator, providing the ability to identify problems quickly and take corrective action to avoid costly downtime.

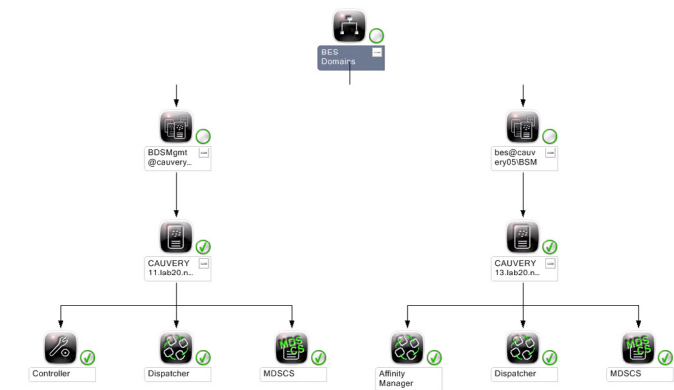
Runs Natively

The NiCE BlackBerry Enterprise MP provides a sophisticated integration into Microsoft System Center Operations Manager, enabling operations personnel to confidently achieve routine BlackBerry Enterprise Service monitoring.

This means that the support staff have a fast and reliable way to be informed about upcoming bottlenecks, and are pinpointed to the root cause to solve issues easily, quickly and efficiently.

Common Architecture

The NiCE BlackBerry Enterprise MP leverages the native capabilities of the Microsoft System Center Operations Manager. A distributed agent is used, utilizing software components of the BlackBerry Enterprise Service. The innovative architecture of the NiCE BlackBerry Enterprise MP allows administrators to centrally configure exception-based monitoring in distributed BlackBerry environments.



Features

- Server Routing Protocol (SRP) and database connection monitoring
- Performance and state monitoring for all BES components
- Detailed BlackBerry Mobile Data System Connection Service (MDS-CS) and Dispatcher component monitoring
- Continually monitors the BES logfiles
- Centralized customization and management of critical messages

Benefits

- Identify problems before they cause service disruption
- Allows problems or bottlenecks to be quickly identified and corrected
- Reliably monitor your BlackBerry Enterprise Mobility Management (EMM)
- Alerts operations team about potential network issues or unexpected outages

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.

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 | Linux Power MP | Log File MP | Oracle MP | PowerHA MP | SAP MP | Veritas MP | VMware MP | zLinux MP

Microsoft Partner

Gold Application Development
Gold Datacenter



NiCE BlackBerry Enterprise Management Pack for Microsoft SCOM



**Smart Application Monitoring
You Can Rely On**

