M365 Monitoring
on Microsoft SCOM & Azure SCOM Managed Instance

NiCE Active365 Management Pack

Next Level Microsoft 365 Monitoring

Microsoft 365 deployments include highly complex components, such as Teams, SharePoint, Exchange, AAD Connect, and more. Although unlikely, a failure cannot be ruled out.

The interdependence of M365 elements often makes it hard to retain an overview of the deployment when taken as a whole. The Microsoft 365 Admin Center, your Microsoft 365 Service Health Dashboard, may tell you there are no issues. Yet, users keep sending tickets, stating that they are facing issues.

The NiCE Active 365 Management Pack simplifies this complexity. Discover and reveal performance issues tracked down to users, groups, mailboxes, locations, devices, you name it. Get upfront alerts and solve issues prior to complaints.

- Full discovery of Microsoft 365 tenants

- Tenant-based real-time, real-user monitoring

- Lowers TCO

- Faster MTTR

- Microsoft SCOM integration

NiCE
IT Management Solutions

Microsoft Partner | Gold Application Development
Gold Datacenter
Microsoft

Management Pack
for Microsoft 365

Challenges & Advantages

Challenges in Hybrid Environments

It is sometimes tricky pinpointing the root cause of issues occuring in complex, federated, hybrid environments.

Microsoft SCOM is a strong, reliable solution that is fully deployed with monitoring agents running on both on-premise and cloud servers.

The NiCE Management Pack utilizes monitoring probes in both environments and correlates the combined results in one single location providing best-of-class, root-cause-analysis capabilities. The Management Pack enables monitoring of business critical functionalities in hybrid deployments.

Leverage Existing Investments

Fully leverage your investment in System Center. No need to invest in new databases, servers, other infrastructure, or doing firewall changes by reusing your System Center data warehouse.
Save time and effort by leveraging the existing monitoring infrastructure already configured, and setup, and familiar to your IT admin team.

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Challenges & Advantages

Support Cost Reduction

Fast and easily accessible reports provide data to increase insight into Cloud adoption, mailbox migrations, and the deployment of mailboxes across datacenters. Quickly identifying system down-time, outages, and tenant-specific issues is saving valuable time.

Measureing SLAs by active tenant-probing, you have your own, tenant-specific SLA based on data you collected and have access to.

Identify, Qualify and Solve Problems Quickly

Gain insight into what happens in the cloud. When users report issues with mail, accessibility or calendar synchronizations, troubleshooting is hard.

The smart algorithm of the NiCE Management Pack determines 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. At the same time, you can also monitor if mailboxes are being moved between Azure Datacenters.

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Features

Discovery

Discovery of hybrid Microsoft 365, Teams,SharePoint, OneDrive, and Exchange deployments.

Monitoring

Advanced performance and health monitoring for Microsoft 365, Teams, SharePoint, OneDrive, and Exchange.

Verification

User verification for Microsoft 365, Teams, SharePoint, OneDrive, and Exchange by active probing. AAD synchronisation verification.

Reporting

Detailed reports on Microsoft 365, Teams, SharePoint, OneDrive, and Exchange license usage, AAD synchronisation and SLAs.

Integrated

Native and full Microsoft SCOM integration.

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Benefits

Holistic

Discovery, overview, monitoring, verification and reporting of your Microsoft 365 environment.

Reliable

Proven solution by users world-wide. Ongoing development to match latest technology for quick issues detection.

Savings

High Return of Investment. Fast adoption. Competitive pricing.

Leverage Investments

Reuse your existing, proven SCOM environment.

Management Pack
for Microsoft 365

Licensing

Licensing

The NiCE Management Pack for Microsoft 365 is licensed per tenant and assigned licenses, starting at 1,000 up to unlimited licenses per tenant.

Software Support

Within the support time frame, customers will receive direct support from our support team, software updates, and free upgrades to the latest NiCE software versions.

Permanent licenses require one year of 9x5 support.
Subscription licenses include 9x5 support.

Services

To help customers get a most effective set-up, NiCE is offering remote installation assistance.

Remote professional services include installation and configuration, training, and custom application enhancements.

Management Pack for Microsoft 365

FAQ

What Microsoft SCOM versions are supported?
The NiCE Management Pack for Microsoft 365 runs on Microsoft SCOM 2016, 2019, 2022, and Azure SCOM Managed Instance.

Is Azure SCOM Managed Instance supported?
Yes! All NiCE Management Packs run on Azure SCOM Managed Instance, enabling smooth side-by-side monitoring of on-prem, hybrid, and cloud-only environments.

Do you invest in Microsoft 365 Montoring?
Yes. NiCE Management Packs for Microsoft SCOM are under constant development. New features as well as support for the latest platforms are made available.

Do you provide customer services?
Yes. Whenever you need a specialised tweak or enhancement to best fit your environment, NiCE will assist with professional Management Pack authoring services.

Management Pack
for Microsoft 365

Contact

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