Customer Use Case

Financial Technology Provider
using the NiCE Active 365 Management Pack

Content

Introduction to Monitoring Microsoft 365

Monitoring Microsoft 365 is crucial for maintaining a secure and efficient digital workspace. It enables real-time tracking of user activities, ensuring compliance with security protocols and identifying potential threats or anomalies. Continuous monitoring helps in the early detection of issues, preventing downtime and data loss, while also providing insights for optimizing system performance. Additionally, it allows for proactive measures to be taken, enhancing overall productivity and safeguarding sensitive information within the organization.

Financial Technology Provider Short Profile

Financial Technology Providers specialize in delivering innovative technological solutions tailored specifically for the finance industry. These providers offer a range of services and products that cater to the unique needs of financial institutions, including banks, investment firms, insurance companies, and more. Their offerings typically include software solutions for financial management, risk assessment, regulatory compliance, trading platforms, cybersecurity, and data analytics. Financial Technology Providers prioritize security, scalability, and compliance with industry regulations, aiming to streamline operations, enhance efficiency, and ensure the integrity of financial systems and transactions. They play a critical role in empowering financial institutions to navigate the complexities of modern finance while adapting to rapid technological advancements in the industry.

Financial Technology Providers face specific Microsoft 365 (M365) monitoring challenges due to stringent regulatory requirements and security concerns inherent in the finance industry. Challenges include ensuring continuous compliance with industry-specific regulations like GDPR, SEC, or PCI DSS within the M365 environment. Additionally, monitoring user access and data handling becomes critical, demanding meticulous oversight to prevent unauthorized access, data breaches, or leaks that could compromise sensitive financial information. Finally, the complexity of hybrid environments, integrating on-premises and cloud-based systems, poses challenges in maintaining seamless monitoring and ensuring data integrity across the entire M365 infrastructure.

Customer-Specific M365 Monitoring Challenges

A complex Microsoft 365 environment brings challenges in managing high customization. Additionally, the absence of comprehensive dashboards limits monitoring visibility on crucial indicators. Managing a hybrid deployment, spanning both cloud and on-premise setups, adds further layers of complexity to the monitoring landscape.

1. Complex Microsoft 365 Environment

Managing a highly customized Microsoft 365 environment poses significant challenges.

2. Lack of Comprehensive Dashboards

The absence of dashboards or complete views on crucial indicators hampers comprehensive monitoring.

3. Complexity of Hybrid Deployment

Navigating a complex deployment spanning both cloud and on-premise environments adds layers of complexity.

NiCE's Solution

NiCE addressed these challenges by introducing the NiCE Active 365 Management Pack, a comprehensive monitoring solution to manage real-time, end-to-end observability for Microsoft 365 environments, no matter the size or complexity.

1. Real End-to-End Monitoring

Providing holistic monitoring across all Microsoft 365 assets, including both cloud and on-premise elements.

2. Comprehensive Coverage

Ensuring coverage of all facets of Microsoft 365, resulting in improved insight into the technology and operational aspects.

Achievements

The implementation led to a streamlined roll-out, significantly improving monitoring transparency. It also notably reduced Mean Time to Repair (MTTR), resulting in improved Total Cost of Ownership (TCO). Moreover, the solution enabled greater customization within the monitoring process, enhancing adaptability and overall effectiveness.

1. Simplified Roll-Out

Streamlined and straightforward implementation, enhancing monitoring transparency significantly.

2. Enhanced Efficiency

Reduced Mean Time to Repair (MTTR) significantly, leading to better Total Cost of Ownership (TCO).

3. Increased Customization

Facilitated more specialized customizations within the monitoring process, enhancing adaptability and effectiveness.

About NiCE

NiCE Services for Microsoft System Center encompass consulting services tailored to System Center Operations Manager, Configurations Manager, and Service Manager. Our offerings include SCOM Health Assessments, 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 SCOM are available for AIX, Azure AD Connect, Entra ID, Citrix VAD & ADC, Custom Applications, HCL Domino, IBM Db2, IBM Power HA, Linux on Power Systems, Log Files, Microsoft 365, Microsoft Teams, Microsoft SharePoint, Microsoft Exchange, Microsoft OneDrive, Mongo DB, Oracle, Veritas Clusters, VMware, VMware Horizon, 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 System Center Operations Manager (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 (EMEA, APAC), or solutions@nice.us.com (US, LATAM) for a quick demo, and a free 30 days trial.

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