NiCE
IT Management Solutions

Custom Management Pack Development

Knowledge
NiCE has a comprehensive set of building blocks for Management Pack Fragments (mpx) to develop custom MPs in the most cost-efficient manner.

Building blocks are based on and include:

- Standard interfaces for SNMP MIB, including complex OID table processing and support for nested tables
- Standard interfaces for Custom C# Managed Modules for high-performance log analysis
- Experience in using Webservices for data collection
- Library MP with numerous customer SCOM datasource Probe- and Action Modules
- Expert knowledge in developing SCOM Managed Modules

We use the latest tools, including Microsoft Visual Studio Authoring Extensions (VSAE) for professional MP development.

NiCE Custom Management Pack Development for Microsoft System Center Operations Manager

Experience
NiCE has more than 10 years of experience in the field of Management Pack development, both for its own products and for customer projects. In addition to our custom management pack experience, development services on all larger platforms have been a substantial portion of our business for more than 25 years.

People
Our engineers have between 5 and 20 years of experience as consultants and programmers. Being a smaller company inevitably leads to all of us being close to the customer, which is not only fruitful for our product development, but also for new customer projects. Like our customers, our staff come from various places in the world.

Interaction
The key to a successful project is having a thorough understanding of the requirements, the customer environment and its limitations. NiCE always endeavors to keep the customer involved in the process of solution finding. This transparency leads not only to faster results, but also fosters confidence that the project goal is met.

Documentation
A customer project is not complete when the code is complete; documenting the solution is an integral part of all the projects we run.

Platforms
At NiCE, we run more than 400 systems for development and test. Windows, Linux, AIX, Solaris, HP-UX are available in various versions, standalone, virtualized, in HA setups, and more.

International
Today's world is a global world, and so is NiCE. We have our main office in Germany, covering EMEA and APAC, and a sister company in the U.S., covering the Americas. This enables us to support customers around the globe.

Monitor your Company according to your actual business needs by NiCE Custom MP Development

**Sample Project for Health Care industry (USA)
Axway MailGate Appliance MP development**

Request
"My company is looking for a way to monitor our email firewall appliances using SCOM 2012 R2".

Requirement / Specification
NiCE elaborated the requirements in a workshop jointly with the client and specified a turn-key custom MP to monitor the clients Axway MailGate Appliances, in order to verify thresholds, monitoring values, etc.

Execution / Implementation
NiCE engaged with the vendor of the appliance, Axway. A solution proposal was presented jointly to the client.

Thanks to extensive experience in SNMP monitoring and the use of pre-existing building blocks, NiCE could quickly implement and deliver a full scale Management Pack based on the specified requirements.

Within 4 days the custom MP was ready and deployed in the customer's test environment. During the initial setup, assistance was given via remote support from our U.S. based engineer.

After successful acceptance tests and quality assurance, the customer could move the MP to production without further assistance from NiCE.

Total Effort
6 engineering days.

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 365 MP, with extensions for Exchange, SharePoint, Teams | BlackBerry MP | Custom MPs | D365 MP | DB2 MP | Domino MP | HANA MP | Linux Power MP | Log File MP | Oracle MP | PowerHA MP | SAP MP | Veritas MP | VMware MP | zLinux MP

ANNIVERSARY 25 YEARS

NiCE Custom Management Pack Development
for Microsoft SCOM

Smart Application Monitoring You Can Rely On

Microsoft Partner
Gold Application Development
Gold Datacenter

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