

# NiCE Customer Quotes

Elevating IT Monitoring with NiCE Management Packs

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# Elevating IT Monitoring with NiCE Management Packs

In the contemporary business landscape, the need for efficient IT infrastructure monitoring is paramount to ensure smooth operations and maintain competitiveness. NiCE specializes in Management Packs tailored for Microsoft SCOM, offering comprehensive performance insights and scalability.

Our customers consistently report benefits such as improved monitoring, seamless integration with SCOM, and proactive issue resolution.

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## What NiCE Customers Are Saying

NiCE's robust support and cost-effective solutions contribute significantly to achieving operational excellence. From seamless integration and scalability to user-friendly interfaces and cost-effective solutions, NiCE has consistently delivered on its promise to empower organizations with cutting-edge monitoring capabilities.

In this paper we want to outline what NiCE customers are saying about our solutions to help you explore how NiCE Management Packs can elevate your IT monitoring capabilities.

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### On Performance Improvement and Efficiency

"Ever since the implementation of NiCE Management Packs for SCOM, our organization has undergone a major change in performance monitoring and operational efficiency. The highlight is monitoring metrics which cannot be natively done using SCOM. This has enabled us to improve our monitoring scope and general systems reliability due to early warnings and a good overview of the situation."

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### On Seamless Integration and Customization

"NiCE Management Packs have seamlessly integrated with Microsoft SCOM, offering a level of customization that has exceeded our expectations. The flexibility provided by NiCE empowered our team to tailor the monitoring solution to our specific business needs. Configuring alerts became a streamlined process, allowing us to create a monitoring environment perfectly aligned with the unique characteristics of our IT infrastructure."

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## **On Scalability and Growth**

"As our organization experienced significant growth, the scalability of NiCE Management Packs became evident in its seamless adaptation to our expanding IT environment. NiCE ensured continuous and effective monitoring across our infrastructure, regardless of its increasing complexity. This scalability has played a pivotal role in supporting our business growth, providing a monitoring solution that evolves alongside our organizational needs. NiCE has become a reliable partner in our journey towards expansion and increased IT capabilities."

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## **On Proactive Issue Resolution and Customized Reporting**

"NiCE Management Packs have fundamentally changed the way our IT team approaches issue resolution. The implementation of predictive analytics and advanced alerting features has allowed us to take a proactive stance, identifying and addressing potential problems before they impact system performance. NiCE Management Packs have enabled us to communicate key performance metrics with stakeholders especially on devices which cannot be easily monitored with other kinds of tools."

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## **On Having a User-Friendly Interface**

"The standout feature of NiCE Management Packs is undoubtedly their user-friendly interface. The intuitive dashboards provided by NiCE have not only streamlined our monitoring process but have also led to increased overall efficiency within our IT team. The solution's ease of use has not only benefited our seasoned IT professionals but has also significantly reduced the learning curve for new team members."

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## **On Reliable Support and Quick Response**

"Over the course of three years utilizing NiCE Management Packs, we have encountered a few issues but the support team was always able to help. They also proactively inform us about potential future improvements in new versions which might be useful based on our usage history."

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## **On Having a Cost-Effective Solution**

"NiCE Management Packs have proven to be more than just a monitoring solution; they are a cost-effective investment in our organization's IT capabilities. The comprehensive feature set, coupled with competitive pricing, has delivered exceptional value for money. Achieving a robust monitoring infrastructure has become a reality with NiCE, and what sets them apart is their ability to offer feature-rich solutions without compromising our budget. NiCE has become synonymous with cost-effective excellence in the world of IT monitoring."

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## Future of IT Monitoring Excellence

As we conclude this exploration of the transformative impact of NiCE Management Packs for Microsoft SCOM, we're reminded of the ever-evolving landscape of IT monitoring and the critical role it plays in the success of modern organizations.

Through the shared experiences of our valued customers, we've witnessed the power of NiCE Management Packs to revolutionize IT monitoring, driving performance improvement, efficiency gains, and proactive issue resolution. NiCE has consistently delivered on its promise to empower organizations with cutting-edge monitoring capabilities.

We remain committed to innovation, excellence, and support for our customers' evolving needs. As technology evolves, we stand ready to partner with organizations, providing the tools and expertise needed to navigate the complexities of IT monitoring with confidence.

Our heartfelt gratitude goes to our customers for their trust, partnership, and invaluable feedback. Your success stories inspire us to push the boundaries of what's possible in IT monitoring, driving us towards a future where performance, efficiency, and growth converge to redefine excellence.

**Thank you for choosing NiCE**

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## Further NiCE Customer References, and Success Stories

[NiCE Active 365 Management Pack | International Geo Information System](#)

[NiCE Active 365 Management Pack | Global Packaging Provider](#)

[NiCE Active 365 Management Pack | Canadian Credit Union](#)

[NiCE Active 365 Management Pack | University College](#)

[NiCE Active 365 Management Pack | Financial IT Technology Provider](#)

[NiCE Active 365 Management Pack | Investment Bank](#)

[NiCE Active 365 Management Pack | Multinational Bank](#)

[NiCE Active 365 Management Pack | Bank in Texas](#)

[NiCE Active 365 Management Pack | Global Stock Market Analysis Provider](#)

[NiCE Active 365 Management Pack | Pharmaceutical Company](#)

[NiCE Oracle Management Pack | Global Oil & Gas Company](#)

[NiCE Oracle Management Pack | US Workers' Comp Agency](#)

[NiCE Oracle Management Pack | Swiss Watchmaking Group](#)

[NiCE VMware Management Pack | Multinational Chemicals Company](#)

[NiCE VMware Management Pack | US Federal Energy Agency](#)

[NiCE VMware Management Pack | Local Government Department](#)



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## 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 and Azure Monitor SCOM Managed Instance (SCOM MI)** 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](mailto:solutions@nice.de) (EMEA, APAC), or [solutions@nice.us.com](mailto:solutions@nice.us.com) (US, LATAM) for a quick demo, and a free 30 days trial.

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