

Ensure Microsoft 365 Service Health With Visibility Across Microsoft Cloud Apps, API Services and Infrastructure Elements From a Single Pane of Glass

Solution Highlights

• Ensure Service Health

With call performance metrics like jitter, packet loss and round trip experienced by users, answer questions like:

- Is Microsoft 365 available and performant?
- Are there any unusual issues or critical events?
- Can I be proactively notified if there is an issue?
- Are there performance issues in audio/video quality or chat messages?
- Is it a network or an app issue?

• Drive Adoption and Prevent Abuse

With key usage metrics at the tenant, group and user level, answer questions like:

- How many active versus inactive users?
- Are licenses being utilized properly? Are there any expired licenses?
- Who are the top talkers?

• Get Visibility Like Never Before

Supercharge your cloud application monitoring capabilities by leveraging the Zenoss breadth and depth of IT infrastructure monitoring with over 400 ZenPacks to cover virtually every system.

• Unlock the Full Power of Zenoss Cloud

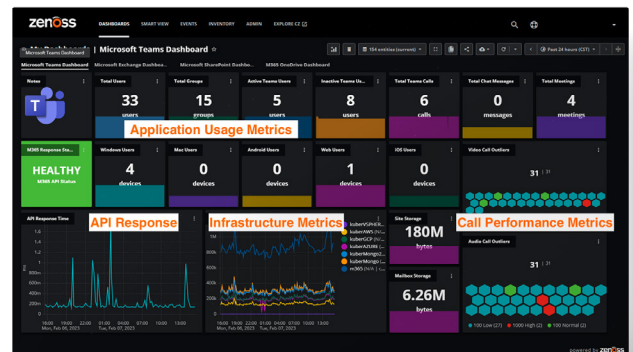
Leverage Zenoss investments in model-driven AIOps, anomaly detection, event management, actions and integrations to detect/understand/resolve issues in your Microsoft Cloud application environment in addition to your entire IT infrastructure.

Zenoss and Microsoft 365: Key Benefits

- Fast track – from sign-up to insights in five minutes.
- Identity “hot spots” for service abuse, availability, performance, etc. through a single pane of glass.
- Isolate issues and take action to remediate through automation and AI/ML algorithms.
- Leverage the full power of Zenoss Cloud for anomaly detection, ZenPack integrations, notifications, etc.
- Reduce costs through tool consolidation; no additional software to manage or deploy.

Zenoss and Microsoft 365 Monitoring

Microsoft Teams has seen the most rapid growth in the UCaaS space as organizations demand work-anywhere capabilities. Zenoss has added Microsoft 365 communication (Teams) and collaboration (Exchange, OneDrive and SharePoint) cloud application monitoring to the Zenoss Cloud platform in response to these demands.



What makes the Zenoss solution unique?

Microsoft's native tools stop at the edge of what they know, thus, they don't have complete visibility. Zenoss offers:

- Additional infrastructure monitoring to complement and extend your insights.
- A single pane of glass with no need to switch tools or disrupt workflow.
- The ability to use the same integrations, such as current notifications and/or ITSM.
- A full set of platform capabilities, such as anomaly detection, Smart View, dashboards, notifications, integrations and multitenancy at cloud scale and efficiency.
- A complete view of metrics from different sources (e.g., applications, API, infrastructure), such as UC API response time and internet-facing interface metrics.

Compared to point solutions from other vendors, Zenoss

- Leverages cloud capabilities like security, scalability and cost control instead of dedicated agents, servers or NOC.
- Is completely agentless, leveraging Microsoft services to monitor any metric rather than requiring additional agents to monitor, manage and update.

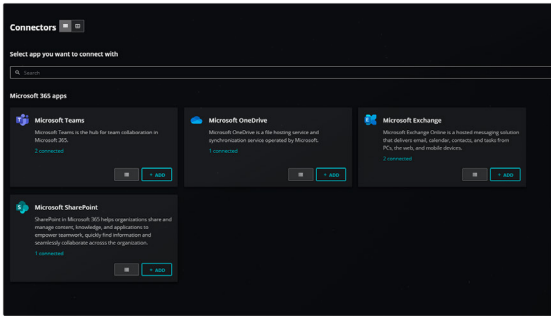
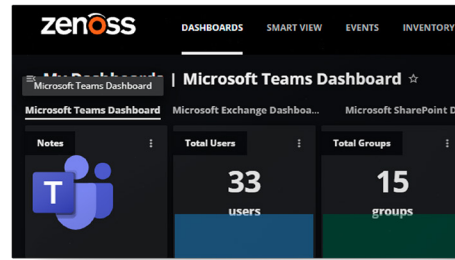
Integration Solution Brief



Key Features

Full suite of Microsoft 365 monitoring – Exchange, OneDrive, SharePoint and Teams: Monitor all major Microsoft 365 cloud applications for tenant, group and user metrics.

Tabbed dashboards: Easily switch between monitored applications or infrastructure views without interrupting your workflow.



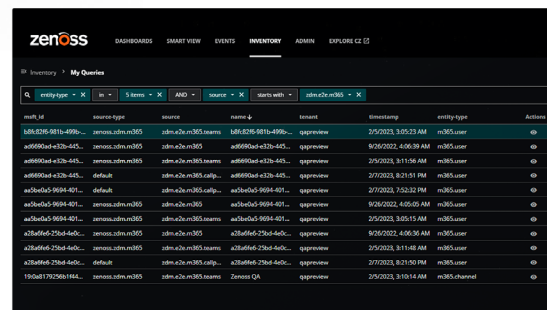
Easy setup with automated collection: Get actionable insights in five minutes.

Out-of-box dashboard templates: Immediate value – use the built-in templates to visualize key metrics or customize them for your needs.

Inventory view for Microsoft 365: View all monitored Microsoft 365 resources in your environment.

Restriction filters for access control: Restrict who can see sensitive information, and prevent the sharing of data across subtenants for managed service providers (MSPs).

Credential management: Securely store valuable information (e.g., MSFT API keys) in a vault.



About Zenoss

Zenoss works with the world's largest organizations to ensure their IT services and applications are always on. Delivering full-stack monitoring combined with AIOps, Zenoss uniquely collects all types of machine data, including metrics, dependency data, events, streaming data and logs, to build real-time IT service models that train machine learning algorithms to deliver robust AIOps analytics capabilities. This enables IT Ops and DevOps teams to optimize application performance, predict and eliminate outages, and reduce IT spend in modern hybrid IT environments. Zenoss is recognized in the Forrester Wave for AIOps, Q4 2022, in the 2022 Gartner Market Guide for AIOps Platforms and in the 2022 Gartner Market Guide for IT Infrastructure Monitoring Tools. For more information about Zenoss, please visit www.zenoss.com.

