

# Ensure Business Productivity on the Cloud with Microsoft Office 365 Monitoring



## Key Benefits

- ✓ **Deliver best-in-class digital experience** for Office 365 users
- ✓ **Ensure higher service levels** and reduce downtime and slowdowns
- ✓ **Reduce support costs** and decrease user complaints and support tickets
- ✓ **Increase IT operational efficiency** with automated monitoring and problem diagnosis
- ✓ **Triage and resolve performance issues** before they impact your business
- ✓ **Ensure successful cloud migration** with continuous monitoring 24x7

*eG Enterprise delivers a robust, reliable and extremely valuable solution to deliver maximum uptime and user satisfaction. Preemptive alerting helps us to address performance issues immediately before they affect system and application availability.*

**Mike Montana**  
Senior Manager, Allscripts

In recent years, Office 365 has eclipsed all other cloud providers to emerge as the most widely used enterprise cloud service. Being able to deliver high service levels is a key to ensuring the success of Office 365 implementations.

As with any cloud-hosted service, service disruptions, downtime and slow connectivity issues are bound to affect business continuity and Office 365 administrators require actionable insight to proactively alert them when performance starts to degrade and to help them resolve problems quickly.

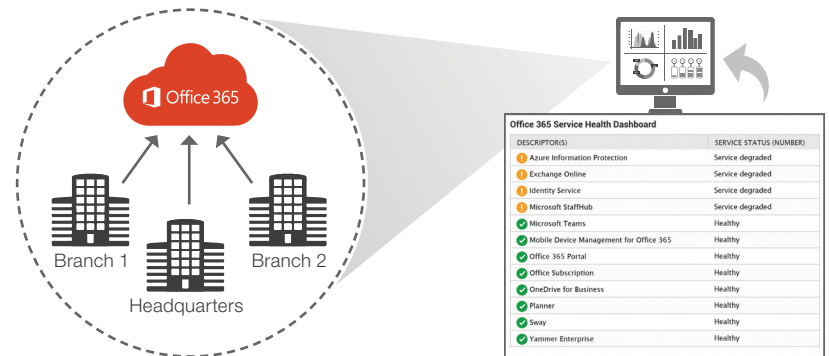
## Office 365 Performance Assurance with eG Enterprise

eG Enterprise is a 100% web-based monitoring, diagnosis and reporting solution for Office 365 environments. Embedding deep domain expertise, pre-built dashboards and KPIs, eG Enterprise empowers Office 365 administrators to continuously monitor health and performance metrics, diagnose issues, and isolate the root cause of Office 365 performance problems.

Using in-built machine learning intelligence, eG Enterprise automatically baselines the performance of your Microsoft services across locations and helps analyze the impact of moving to the cloud. Out-of-the-box reports and actionable analytics deliver insights for historical trending, capacity planning and cloud scaling.

### Features at a Glance:

- Get real-time insights on Office 365 service health and quality across all locations and hybrid infrastructures
- Leverage the built-in logon simulator to synthetically test logon connectivity to Exchange Online and proactively catch issues before users complain
- From a single console, track Office 365 usage by each service, activity by distribution groups, Message Center communication, service provisioning status, license usage, and more
- Monitor real-time digital experience of users connecting to SharePoint Online sites and measure user satisfaction levels
- Use correlative intelligence to pinpoint the root cause of Office 365 issues: is it due to a problem in the cloud, network, or on the client side?

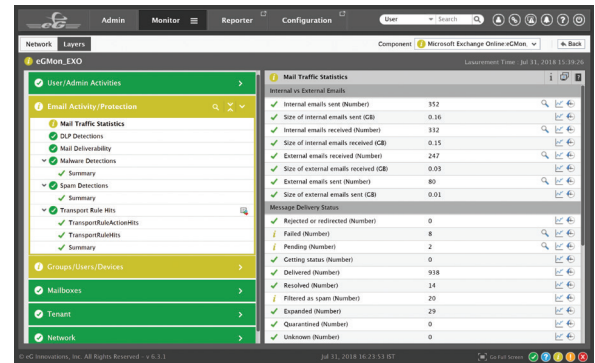


Ensure maximum availability of Office 365 applications with eG Enterprise

# Key Capabilities of eG Enterprise for Monitoring Office 365

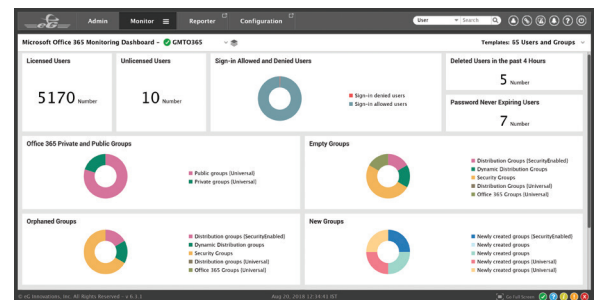
## Exchange Online Diagnostics and Analytics

- Get centralized visibility of your organization's Office 365 email usage: sent/received email size, delivery status, spam filtering, etc.
- Optimize resource provisioning by knowing how many users are accessing each mailbox, which mailboxes are inactive/archived, which ones have reached quota limits, and so on
- Track and report on user-level metrics such as types of users connected (ActiveSync-enabled users, inactive users, etc.), access from mobile devices, and passwords nearing expiry
- Check MAPI connectivity of a mailbox and ensure Exchange Online servers are functioning properly



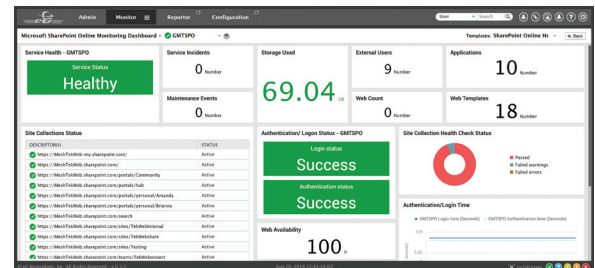
## SharePoint Online Diagnostics and Analytics

- Monitor key metrics such as service status, service incidents, Health Score, IIS latency, logon time, tenant storage in OneDrive
- Stay compliant with audits by tracking file, page, and folder activities (uploads, downloads, deletions, modifications, etc.)
- Get visibility into site administration, synchronization, and sharing and access request operations
- Monitor site collections and measure storage usage for intelligent capacity planning



## In-Depth Performance Visibility of Office 365 Services

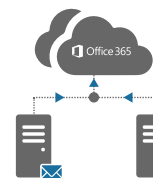
- Track the health of critical services, such as Office 365 Suite, Skype for Business, OneDrive for Business, Teams, Planner, etc.
- Monitor license usage stats and get alerted to licenses nearing expiry
- Get access to Message Center communications and easily view messages, external links and urgency levels
- Measure network delays for connectivity to Office 365 Portal to help identify if it is a network issue that's affecting user access



## How eG Enterprise Helps with Office 365 Migration

eG Enterprise allows you to continuously monitor all phases of your Office 365 migration process and enables you to catch performance degradations proactively and ensure a smooth and seamless transition to the cloud.

- ✓ Monitor your pre-migration on-premises environment and establish baselines
- ✓ During migration, compare performance with baselines and check for deviations
- ✓ Post-migration, implement continuous monitoring to detect abnormal usage and performance trends
- ✓ Track network bandwidth usage and measure impact due to Office 365 services



## About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

Contact Us: [sales@eginnovations.com](mailto:sales@eginnovations.com) | [www.eginnovations.com](http://www.eginnovations.com)

US: +1 866 526 6700 | UK: +44 (0)20 7935 6721 | THE NETHERLANDS: +31 (0)70 205 5210 | GERMANY: +49 (0)8233 74 35 74  
SINGAPORE: +65 6423 0928 | HONG KONG: +852 3972 2415 | INDIA: +91 44 4263 9553 | KOREA: +82 2 2158 8030