

Solanite Consulting

Consulting services provider moves their users and customers to Office 365, and stays on top of it using monitoring from Office365Mon.Com.



Customer Overview

Industry

Professional Services

Number of Users

1400

Location

Mercer Island, WA



In addition to their own employees, Solanite Consulting helps to manage the cloud adoption process for their customers. When they started moving from their on premises email and collaboration applications, they knew they would need another way to stay informed about the health of their services.

Solanite Consulting not only had their own employees to consider, but also the many employees of the customers whose cloud adoption process they help manage. All told, they provide services for roughly 1400 users across many different customers. That's a big task for anyone to manage successfully, so Solanite Consulting turned to Office365Mon.Com for help monitoring the availability and performance of Office 365. In addition to helping customers adopt cloud services, they also offer training classes and resources for companies that are interested in learning more about cloud technologies. They were finding that they would suffer outages in different Office 365 tenants, and that was impacting their ability to deliver these services for their customers.

Enter Office365Mon.Com, and its cloud monitoring services. Solanite Consulting was working a Microsoft Ignite event and was responsible for providing lab resources for some of the Office 365 sessions. During one of those sessions they learned about Office365Mon.Com and the variety of services and options it provides for monitoring Office 365. That includes basic monitoring of Office 365 resources like SharePoint sites and Exchange mailboxes, but also much more. There are distributed probe and diagnostic agents that can be installed at the different geographic locations where you have customers, integration with the Microsoft Office 365 Service Communication API, monitoring for the SharePoint Search Service and more. Solanite Consulting decided that the best way to stay on top of the outages in their Office 365 tenants was by using Office365Mon.Com's comprehensive monitoring solution.

"Office365Mon's real time monitoring and alerts have been essential to our business's ability to provide a high level of service to our customers using Office 365."

Office365Mon.Com was the first and only Office 365 monitoring tool that Solanite Consulting decided to use. It provides them with notifications to all of the email addresses and text message phone numbers as they like. They can also get notified programmatically so that they can execute their own workflows whenever a notification comes across if needed. They found that getting started monitoring with Office365Mon.Com was “extremely easy”, even though they were a very early adopter of the service.

Moving to the cloud can be a stressful experience for an IT staff. With Office365Mon.Com, it doesn't have to be. While you may no longer have the tools and processes that you're used to for monitoring your on premises applications, Office365Mon.Com gives you a new way to stay in control. Solanite Consulting finds the alerting for various scenarios to be the most useful feature of the product. They can get notified when an outage starts or ends, when a new version is pushed out to their SharePoint Online tenant, when different geographies are having performance problems, when the search service is performing poorly, and more. For Solanite Consulting, they have a fairly small team of people responsible for managing Office 365 services. Having proactive monitoring of Office 365 for them as well as their clients is essential, and Office365Mon.Com does just that.



For More Information:

- About Office365Mon.Com, please visit us at <https://office365mon.com> or email us at support@office365mon.com.
- About Solanite Consulting, please visit their site at <http://www.solanite.com/>