

# University of Colorado at Boulder

The University of Colorado at Boulder uses Office 365 for both faculty and students, and monitors it all with Office365Mon.Com.



## Customer Overview

**Industry**  
Education

**Number of Users**  
90,000

**Location**  
Boulder, CO

*In addition to their own employees, the University of Colorado at Boulder has thousands of students using Office 365. As they made the transition from on premises applications to the cloud, they quickly found that there was a lack of monitoring and alerting capabilities native to the Office 365 service.*

The University of Colorado at Boulder is a large modern campus teeming with students eager to learn and faculty eager to assist. The faculty and staff were using Exchange 2007 on premises for email and decided that they needed to move their technology forward, and so they settled on Office 365. Not only did that give them the latest features in messaging, it also allowed them to take advantage of the many other applications and services in Office 365. Once they made the move though, they discovered that there was a real lack of insight into the health of their Office 365 tenant with the tools and services that Microsoft provides “out of the box”.

Getting timely information on the health of their tenant was going to require more, so the Messaging and Collaboration administrators at University of Colorado at Boulder started using the SCOM Office 365 Monitoring Pack. It was an improvement over what was available natively, but was still lacking in several areas. With SCOM it was difficult to determine if an issue was impacting their tenant or users, they got alerts when Office 365 updated older incidents which led to “over-alerting” and “alert fatigue”, it was difficult to granularly identify alerts which should be automatically sent to different groups, etc.

Office365Mon.Com was not the only tool they looked at to improve upon what SCOM provided. They also looked at Exoprise and Nagios, but ultimately decided that Office365Mon met virtually all of their requirements at a very competitive price. It was also

*“Office365Mon is an ideal Office 365 monitoring service for the busy Office 365 Administrator. It is easy and straightforward to configure and manage for basic monitoring, yet also offers powerful tools for those with more advanced monitoring needs.”*

very easy to set up as a trial and they found the notifications to be very useful immediately. They started with a 90-day trial and found the monitoring and notifications to be useful and a solid improvement over their previous monitoring solution.

**N**ow that they've implemented Office365Mon to monitor their Office 365 tenant, they've found the granular notifications through the lifecycle of an incident to be very useful. Prior to using Office365Mon they were notified of an incident when it started, but were then left monitoring the Office 365 Service dashboard for updates to the incident. Office365Mon notifies them as the incident status changes and also allows them to select the statuses for which they want to be notified. Office365Mon provides them much more insight into the day to day incidents and advisories in Office 365. They use the "My Info" page in Office365Mon for a comprehensive status at a glance for their tenant, and the Power BI reporting for Office365Mon is also very detailed and useful in cases where they need to provide detailed information to Microsoft regarding Office 365 outages. Having proactive monitoring of Office 365 for them 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](mailto:support@office365mon.com).
- About University of Colorado at Boulder, please visit their site at <http://www.colorado.edu>