

# Office365Mon

Be in the know. Be in control



Office365Mon is a **cloud-based monitoring service** for your Office 365 services. It **alerts you within minutes** of an outage and keeps you in front of trouble.

*...this is a service that every Office 365 customer on the planet should be using. It's that important. It's good for customers, it's good for Microsoft and it's good for what matters most, our users.*

Spencer Harbar – <http://www.harbar.net>

## How Do You Get Started?

Setup and configuration of Office365Mon is done entirely in the cloud – there's **nothing to download and nothing to install**. We have a simple one-page configuration on our web site that can have you up and running in two minutes.

## How Does It Work?

Office365Mon issues probes against your Office 365 resources to check their availability. A probe can do things like check a mailbox or a SharePoint Online site. When a health probes fails to connect to a resource that means there's an outage. **We track it, report it, and notify you** via email and text messages to as many people as you want.

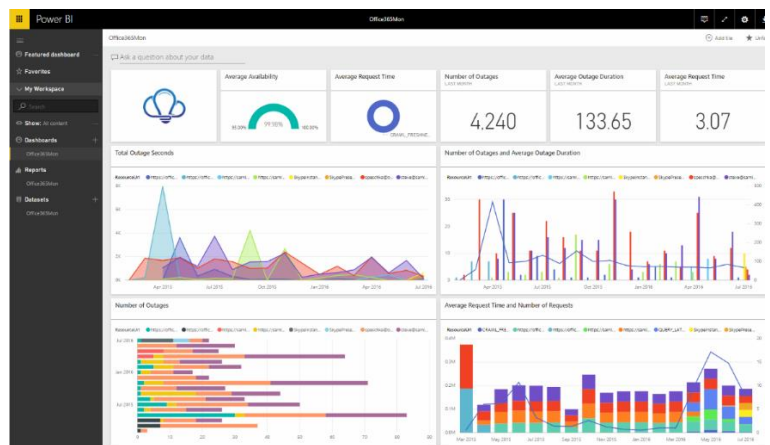
## How Is It Secured?

Office365Mon uses the security services provided by Azure Active Directory. When you configure a mailbox or site for us to monitor, you log into Azure Active Directory and give us permission to monitor. **You can limit what content can be monitored**, and you can turn off access both in Azure AD and on the Office365Mon site.

## How Can I Review the Monitoring Results?

We provide **several reports out of the box** that you can use to see things like outages that have occurred, recent probes and their performance, etc. We also have a number of advanced reports that give you statistics like your uptime percentage, amount of down time, reasons for your outages, etc.

If you don't find a report that's exactly to your liking, no problem! We also have a premium feature that allows you to download the raw report data as a CSV file so you can **create your own reports**. We also have an API that you can use to retrieve your report data. If that's not enough, you can also use our Power BI Content Pack.



## Where Do Health Probes Run From?

Our health probes run out of Azure data centers in the US for most customers. However, you can sign up to have them run out of regional data centers, like Germany. Contact [support@office365mon](mailto:support@office365mon) for more details and pricing.

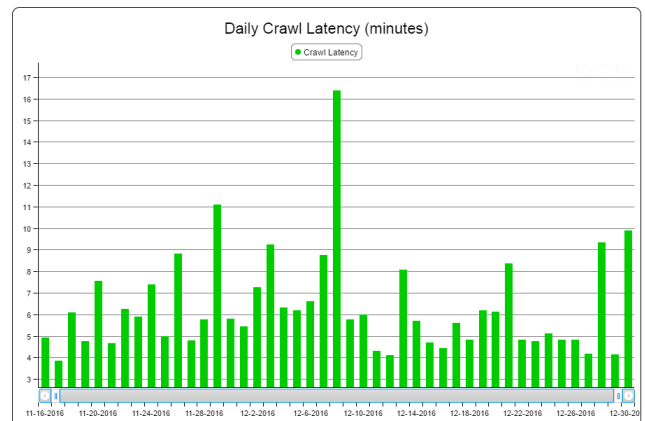
## What if we Have Users in Different Geographies?



That's no problem, we offer our Distributed Probes and Diagnostics feature. You can **monitor performance and availability from as many locations as you want**. You can get notifications when there's an outage at any location, or when performance drops below a threshold you define. You also get nearly a dozen reports to help you analyze the performance across all the locations where you have users. If there's an issue we'll even run a set of network diagnostics to help you pinpoint the problem.

## What About Monitoring Features Within the Service?

One of the most common issues we see is when the service is up, but it's not necessarily working. What we mean by that is in SharePoint Online, the service can be up, but the Search service in SharePoint Online provides a significant part of the functionality. It can provide content in the pages you see, in the navigation in the site, and is used in many, many custom applications. So **if it's not working right, then you may be missing out on important data in your site**. Our Search Monitoring feature allows you to stay informed if queries are running slowly, which a user may see as a page that's just not rendering right. We also monitor how frequently content is being crawled, so if you add documents to your site you'll be able to tell whether they should show up in search results, or if not, how long it's taking to crawl your site.



Also, we can monitor flow of emails in and out of your Office 365 tenant. Your mailbox may be working fine, but **what if the messages you send get stuck** along the way? What if someone sends you an urgent email but you don't see it because your message flow has become clogged up? The Email Transport monitoring feature allows you to find out within minutes of issues like these, and like all of our features, it takes all of about two or three mouse clicks to configure and go.

## Can I Build My Own Dashboards?

The Office365Mon Dashboard Reports feature lets you do exactly that! You can take any of our reports from the Basic or Advanced Reports gallery and add it to any web page **with only one line of HTML!** It really can't be done any simpler than that – you can construct your own personalized dashboard for your users, management, operations team, or whomever – literally in a matter of minutes.

## What About Other Sites Besides Office 365?

Many customers use other sites in addition to Office 365 and SharePoint Online. For example, a corporate intranet site, sites that host applications for SharePoint Online, other line of business application sites, etc. Office365Mon allows you to **use the same enterprise-grade monitoring services we use to monitor Office 365 with your other web sites**. These sites can be secured the same way as your Office 365 sites, or they can be sites that are accessible to anyone. With just a few easy clicks in the Office365Mon.com you can turn on monitoring for other important sites in your organization.

## For More Information...

To more information about Office365Mon or if you just want to try it out yourself, do one of these things:

- Visit our web site at <https://office365mon.com>
- Email us at [support@office365mon.com](mailto:support@office365mon.com)

- Create a free trial subscription at <https://www.office365mon.com/Signup/Status>. You will not need to provide any payment information. You'll get access to all of our features for free for 90 days. After that time, if you don't want to continue, there's nothing else you need to do – we'll just stop monitoring your stuff.