

Monitoring Microsoft Lync

Microsoft Lync has rapidly become established as one of the mainstream unified communications (UC) offerings in a market expected to exceed \$75B globally by 2020*. As UC adoption levels have increased and users become more accustomed to using UC for sharing information internally and externally, it is now increasingly important to monitor Lync availability and performance in order to ensure businesses stay competitive and can communicate cost-effectively.

The Challenges of UC in the Enterprise

Since Microsoft Lync is a strategic communications platform inside many enterprises, companies need visibility into the entire Lync infrastructure in order to ensure high service availability and performance and to ensure enterprise-grade call quality for voice and video connections and information sharing.

In order to achieve these, companies need to:

- Monitor all Lync servers proactively, along with associated network and storage components
- Monitor the availability and performance of the underlying operating systems
- Monitor associated applications like Active Directory, SQL and IIS, on which Lync services depend
- Monitor the health and performance of the Lync application, including all server roles (Front End, Back End, Edge, Mediation, Director)

*Source: Research and Markets, 2014

KEY FUNCTIONALITY

- Broad Lync 2010 and Lync 2013 monitoring functionality includes collection of over 200 parameters from each version of the Lync server itself, including performance parameters such as latency, call and connection statistics, and resource utilization levels
- Monitors and collects data from associated infrastructure such as SQL databases and Active Directory servers
- Auto-discovers Lync infrastructure including servers and OS as well as underlying network and storage elements
- Event management for performance parameters or availability events from the entire Lync infrastructure
- Alerting to the integral ScienceLogic ticketing system or to third party ticketing systems
- Intuitive dashboards help operations teams troubleshoot Lync server health and performance issues
- Real-time dependency maps show dependencies between Lync servers and underlying SQL databases, Active Directory and IIS servers on which they depend



Customer Benefits

With ScienceLogic monitoring for Microsoft Lync, customers can improve the overall availability of Lync 2010/2013 services, by tracing the root cause of failures of performance degradations—thereby improving MTTR and improving overall service quality for users.

Learn More

For more information please contact your ScienceLogic sales representative, or visit us on the web at www.sciencelogic.com.



Real-time Lync dashboards help operations teams visualize service quality.