PerformanceGuard | Office 365

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Get an understanding of the performance of your Office 365

Many consider Office 365 to be a business-critical Cloud service with a quality that often defies proper observation or measurement.

This is why CapaSystems has introduced a new service — **PerformanceGuard – Office 365**, which makes it possible to analyse performance and get an idea of where exactly the problem is in the response time chain. Is it in the infrastructure or perhaps the Citrix server farm? Or is it indeed in your Office 365 in the Cloud? And, if so, which service is acting up? PerformanceGuard — Office 365 provides a detailed insight into how users are affected by performance challenges, whether from the inside or outside, and where in the world data is obtained from and saved.

HOW DOES THE SERVICE WORK?

Corresponding applications are automatically created in PerformanceGuard based on Microsoft's publicly available information about location of data centres and associated services. For each main group that Office 365 is divided into

- **Common**
- **Exchange**
- **Skype**
- **SharePoint**

an application is created for each data centre that the clients have communicated with. In other words, no time-consuming maintenance of applications in PerformanceGuard.

AUTOMATIC SETUP OF DASHBOARDS

To permit the analysis of data collected about the use of Office 365, automatic dashboards are set up directly in your on-premise installation of PerformanceGuard.

- **Office 365 Service Traffic** shows the volume of sent and received traffic and provides an insight into availability and response times. It gives an idea of how many clients are facing performance challenges and if this can possibly be associated with a higher volume of traffic.
- **Office 365 Service and Location events** shows, based on the location of the clients, the status of each Office 365 service that is accessed. This dashboard gives an idea if certain locations suffer from poorer performance than others and if there is communication with the nearest data centres.
- **Office 365 Service Overview** shows, based on the overall Office 365 service, which areas/data centres currently experience a deterioration in performance.

All dashboards feature drill-down functionality all the way down to each individual client and its respective performance information: in relation to Office 365, other applications as well as resource information. Therefore, this creates optimal conditions for finding the cause of the problem.

PerformanceGuard Office 365

Server:
PerformanceGuard 8.1 or newer

Computer:
OS Versions supported:

- Windows 7 - 64-bit
- Windows 8/8.1 - 64 bit
- Windows 10 - 64-bit

Software required:
• PerformanceGuard Agent 7.3 or newer

PerformanceGuard – Office 365 is a service provided via CapaOne.
To integrate PerformanceGuard – Office 365, you need to have a valid subscription to PerformanceGuard.