

# Wipro's Remote Monitoring Tool for Dynamics 365

## Solution Details



### Monitoring Dashboards

- Prebuild for over 17 vital application parameters
- More can be added if required



### Mobile Application

- Provides access to dashboards on mobile
- Protected under org MDM security policies



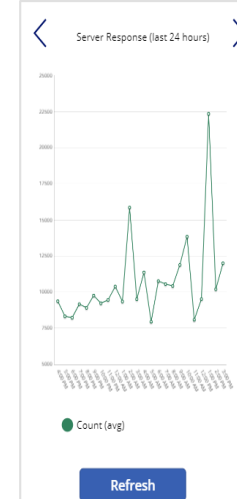
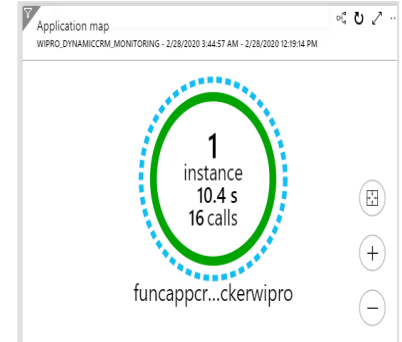
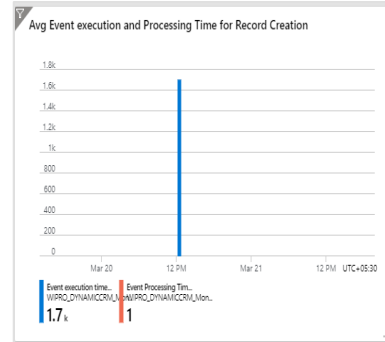
### Alert Rules & Notifications

- Removes need to keep watching dashboard
- Multiple supported channels for notifications



### Automated Flows

- Initiate actions post alert rule is fired
- Create ticket in ticketing system



Azure Monitor alert notification. The alert title is "Your Azure Monitor alert was triggered". The alert was triggered for WIPRO\_DYNAMICCRM\_Monitoring at April 17, 2020 8:47 UTC. The notification includes details for the Rule ID, Resource ID, and Alert Activated Because section.

Metric name	Customization Changes_Tracking
Metric namespace	components/WIPRO_DYNAMICCRM_Monitoring
Dimensions	Microsoft.ResourceId = /subscriptions/751af54b-493c-4a48-b3ed-5078a261d41d/resourceGroups/MMS_Dynamics_Resource_Group/providers/microsoft.insights/components/WIPRO_DYNAMICCRM_Monitoring
Time Aggregation	Average
Period	Over the last 5 mins
Value	1
Operator	GreaterThan
Threshold	0
Criterion Type	StatusThresholdViolation

# Benefits



Real time application health insight



Proactive support rather than reactive



Improved security of data and application



Mobile capability compliant with org security policy



Supports Multiple Instances



Immediate actions invoked once alert is raised



Sends notification on multiple channels



Threshold limit defined per parameter



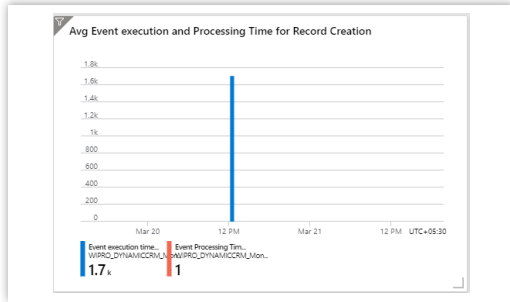
Extendible to track additional parameters



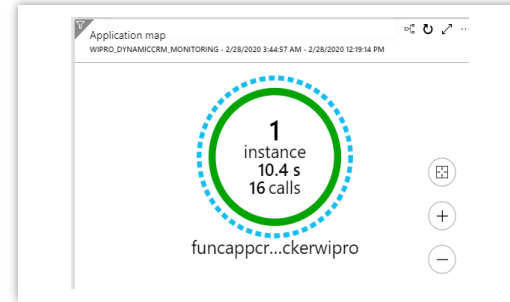
Maintains 90 days history

# Snapshots of charts & graphs

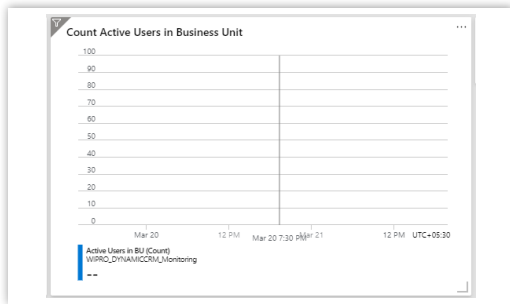
Shows Avg. Execution and Processing Time for each record



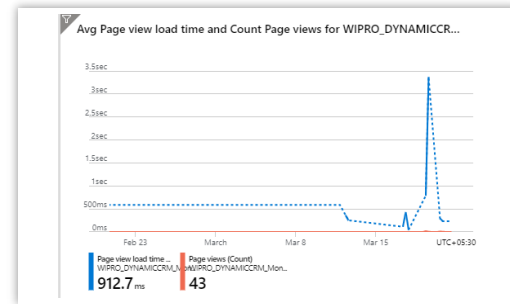
Server Responses Time



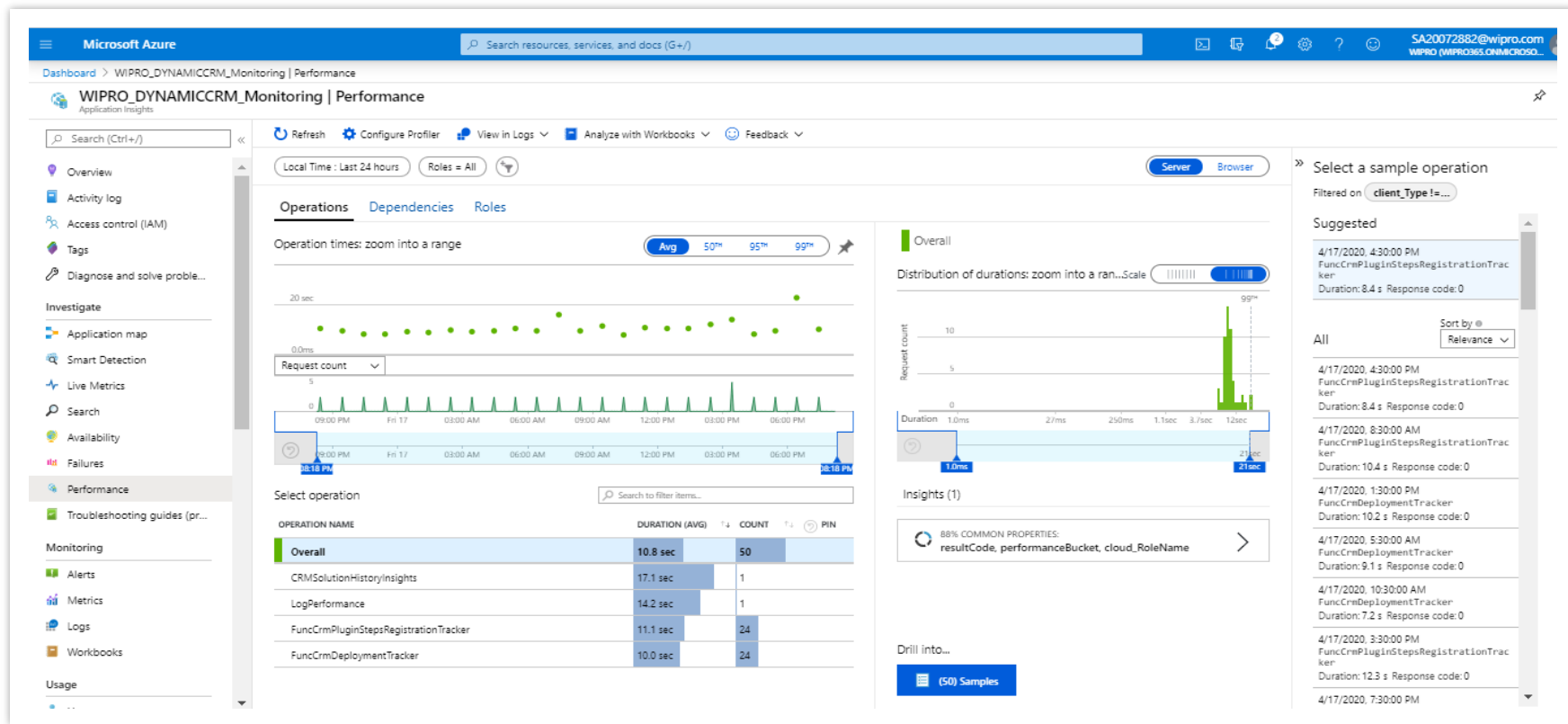
Concurrent Users/Current Logged in User per BU



Count Page Views and Load Time



# Drilling down into chart for troubleshooting



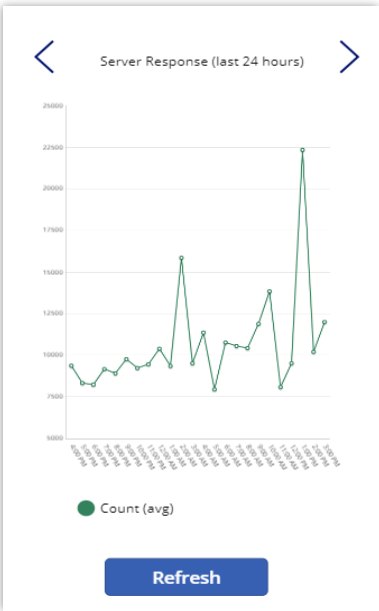
Server Request and response Performance - with drill down



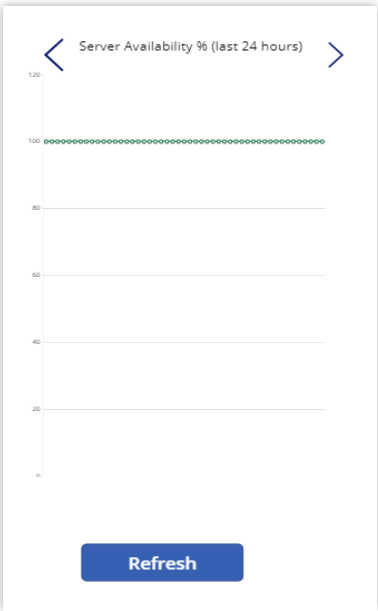
# The Monitoring Mobile App

This PowerApp is accessed by admin/support team on their mobile device. It provides them access to real time application health dashboards. This app will be covered under organization security policy for mobile access. It will provide alerts and mobile push notifications when an alert is generated.

## Server Response



## Server Availability %



## System customization

