

Human Rights Watch Relies on GSX Solutions to Proactively Manage Critical Communications



About Human Rights Watch

As a leading human rights organization, Human Rights Watch is renowned for its accurate fact-finding, impartial reporting, effective use of media, and targeted advocacy, often in partnership with local human rights groups. Each year, Human Rights Watch publishes more than 100 reports and briefings on human rights conditions in some 90 countries, generating extensive coverage in local and international media. In order to accomplish all of this, the organization must orchestrate communication at a global scale, and relies heavily on email services through Office 365 for this purpose.

The Challenge

Prior to utilizing GSX Solutions, Human Rights Watch had zero visibility of the performance and availability of Office 365 services. IT managers were essentially “flying blind” when it came to both monitoring. Troubleshooting was a long and tedious effort, and involved manually checking every single component by process of elimination to identify the source of a problem. The lack of transparency and inability to quickly identify and resolve issues meant that communication was frequently stalled by outages and downtime.

The Solution

Human Rights Watch integrated GSX Solutions for Exchange Online in May 2015, and since then has been able to fully monitor and troubleshoot their entire Exchange Online environment, which supports over 700 users. The organization has benefited from the full range of network diagnostics in measuring availability as well as pinpointing the source of problems and latencies, so that they can be fixed before they impact the end users.

In particular, Human Rights Watch has benefited from the ActiveSync features that ensure zero interruption of critical services. ActiveSync is a synchronization protocol that enables mobile users to access their email, calendars, contacts, and tasks, even while working remotely. The ActiveSync scenarios test quality, latency, actions, and more to verify that mobile devices are fully synced with Exchange. The ActiveSync spot check reports provide the administrator with a simple view of all Exchange on-premises and Online connected devices within the organization, as well as the status of each user and device.

GSX's end-to-end monitoring around Exchange Online and Office 365 ensures that emails are delivered properly, on time, and that all features and functionalities are available and working. This has minimized downtime and outages, as well as improved the overall user experience and satisfaction with Office 365."

Walid Ayoub

Director, Global IT Services (CITO)



In addition, Human Rights Watch has found GSX's reporting features tremendously valuable in obtaining a level and granularity of data otherwise not available. The reports are easy to export and can be generated with the click of a button.

Conclusion

On the whole, GSX Solutions has enabled the Human Rights Watch team to be proactive in managing their Office 365 services. Rather than working reactively to try and address user issues, the organization is able to tackle problems before they impact the end users. This is due, in part, to GSX's ability to locate the source of latencies or errors that streamlines the troubleshooting process considerably.

The end-to-end monitoring around Exchange Online and Office 365 ensures that emails are delivered properly, on time, and that all features and functionalities are available and working. This has minimized downtime and outages, as well as improved the overall user experience and satisfaction with Office 365. Human Rights Watch plans to extend the number of platforms it monitors with GSX to include ADFS, Azure AD Connect, SharePoint Online, and more.

For more information:

For more information on GSX, please visit www.gsx.com, where the resource center contains case studies, podcasts, white papers, webinars and more. A free trial version of GSX Monitor & Analyzer is also available for download.



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