

# CLOUD INSIDER

REPORT TYPE	DESCRIPTION	MICROSOFT	CLOUD INSIDER	CLOUD INSIDER: COMMUNICATION	CLOUD INSIDER: COLLABORATION
<b>GENERAL SERVICES</b>					
<b>Service Status Report</b>	<p>Provides past and present service up-time information about your Office 365 subscription</p> <p>Report includes:</p> <ul style="list-style-type: none"> <li>• Current and ongoing outage to services</li> <li>• Resolved outages</li> <li>• Upcoming scheduled maintenance</li> <li>• Completed scheduled maintenance</li> </ul>		✓	✓	✓
<b>Billing Report<sup>1</sup></b>	Office 365 subscription billing report		✓	✓	✓

<b>Total Call Volume Report<sup>1</sup></b>	Total Call Volume statistics for the subscription		✓	✓	✓
<b>Incident Report<sup>1</sup></b>	Total number of Incidents raised within the month		✓	✓	✓
<b>Service Request Management Report<sup>1</sup></b>	Total number of Service Requests raised within the month		✓	✓	✓

## USER LICENSING

<b>Subscription Overview</b>	See available units, assigned and remaining on each subscription.	✓	✓	✓	✓
<b>License Usage over Time</b>	Shows license usage over time		✓	✓	✓

<p><b>License by Service</b></p>	<p>Provides an overview of how Office 365 licenses are distributed and utilized</p> <p>Shows a breakdown of licenses across Exchange, Skype for Business, SharePoint, Office Professional Plus, Office Web Apps, RMS, Intune, CRM &amp; Project</p>		✓	✓	✓
<p><b>License by User</b></p>	<p>Shows each user, license type and subscription assigned</p>	✓	✓	✓	✓
<p><b>Users without License</b></p>	<p>Shows list of mailboxes without an Office 365 license</p>		✓	✓	✓
<p><b>Product Activations by User</b></p>	<p>The report shows each device that Microsoft collects statistics for (currently Windows OS, Mac OS, Android and Windows 10 Mobile), and also displays the number of activations that have occurred for each type.</p>		✓	✓	✓
<p><b>Users with Unactivated Products</b></p>	<p>This report shows the users licensed for a downloadable product (such as Office ProPlus) who have not yet installed or activated their software.</p> <p>It can be used to indicate where you may need to inform or educate your users on their Office 365 services – users may not realise that they have this option, or may not know how to download, or access the products they're licensed for.</p>		✓	✓	✓

## EXCHANGE ONLINE

<b>Mail Traffic Overview</b>	Shows emails flowing in and out of the Office 365 Environment over a certain time period by type (Inbound, Outbound, Spam, Malware etc.)	✓	✓	✓	✓
<b>Spam and Malware Traffic</b>	Shows how much Spam and Malware email is being blocked by the Office 365 Environment This relates specifically to emails blocked by Microsoft Exchange Online Protection technology and is broken down by type		✓	✓	✓
<b>Mailbox Sizes</b>	Shows current size of each user's mailbox in Office 365 Environment.			✓	✓
<b>Email Addresses</b>	Shows list of all of users with primary and secondary SMTP addresses	✓		✓	✓
<b>Active Users Per Day</b>	The Active Users Per Day report shows a breakdown of how many users have been active on Exchange Online, OneDrive for Business and Skype for Business each day over a chosen period.			✓	✓

<b>Inactive Exchange Users</b>	Shows how many people connected to their Office 365 Mailboxes over set time period	✓		✓	✓
<b>Inactive Mail Recipients</b>	The Inactive Mail Recipients report shows a list of Exchange Online recipients that have not sent or received a message over a given date period. This includes Distribution Groups, Contacts, Users and anything else that has an email address associated with it.	✓		✓	✓
<b>Users Logged in Over Time</b>	This tenant level report shows the historical number of mailboxes within the Office 365 environment against the number that are active daily			✓	✓
<b>Distribution Groups</b>	Shows a complete breakdown of all Distribution Groups with a tree view of the recipients within each group and the hierarchy			✓	✓
<b>Distribution Group Membership</b>	Reports which users are in certain groups			✓	✓
<b>Top Distribution Groups</b>	Shows which Distribution Groups are sending or receiving the most email in the Office 365 Environment over any set time period			✓	✓
<b>Distribution Group List</b>	Report provides primary email address, group type, member count and any email address associated with the group			✓	✓

<b>Empty Distribution Groups</b>	Report shows all Distribution Groups that contain no recipients			✓	✓
<b>Distribution Group Sizes</b>	Shows all Distribution Groups and the number of recipients in each. Used to highlight ineffective or unused groups			✓	✓
<b>Groups Accepting External Mail</b>	Shows Distribution Groups that accept email from recipients outside the organization			✓	✓
<b>Top Senders and Receivers</b>	Shows who is sending or receiving the most email in the Office 365 Environment over any set time period	✓		✓	✓
<b>Top Spam and Malware</b>	Shows which email addresses/aliases are sending or receiving the most Spam or Malware			✓	✓
<b>Inactive Distribution Groups</b>	Shows a list of all mail-enabled Distribution Groups which have not received any email messages over a particular time period			✓	✓
<b>Inactive Mail Recipients</b>	Shows all Recipient Types that have not sent or received mail in the previous 30 days			✓	✓

<b>Mail Traffic by User</b>	Shows how many emails the Office 365 users send and receive over any set time period	✓		✓	✓
<b>Connection by Client Type</b>	Shows how users have connected to mailboxes over any set time period	✓	Tenant Overview Only	✓	✓
<b>Mailbox Sizes Over Time</b>	Shows how the top 20 users' mailboxes have grown in size over a specified time period			✓	✓
<b>Mailboxes Over Quota</b>	Shows all mailboxes currently over their send or receive quota in the Office 365 Environment			✓	✓
<b>Shared Mailbox Sizes</b>	Shows the current size of shared and room mailboxes in the Office 365 Environment			✓	✓
<b>Recipients by Type</b>	Shows the number of recipients for each recipient by type for example, SharedMailbox, User Mailbox, RoomMailbox etc.			✓	✓
<b>Users with Archive Mailbox</b>	Archive mailboxes (In-Place Archive) help users take control of messaging data by providing additional email storage outside of their default mailbox. The report shows which mailboxes that have an Archive Mailbox and the quota associated			✓	✓

<b>Archive Mailbox Sizes</b>	The Archive Mailbox Sizes report shows how much mail is stored in each users In-Place Archive Mailbox			✓	✓
<b>Mailbox Clutter Settings</b>	Clutter is designed to help users focus on the most important messages in the inbox. The Mailbox Clutter Settings report shows you which users have Clutter enabled			✓	✓
<b>Users with Forward Set</b>	Report defines which mailboxes have an external forward set			✓	✓

## MOBILE DEVICE REPORTS

<b>ActiveSync's per Day</b>	Report shows a view over time of the number of mobiles that sync on a daily basis, tracked with the number of mobile devices within the environment		✓	✓	✓
<b>Mobile Users</b>	Report shows all users within that have at any point had a mobile device. Provides the mobile type and when it was last synced	✓			✓
<b>Mobile Device by OS</b>	Report shows all mobile devices by operating system	✓			✓



<b>Mobile Devices by Manufacturer</b>	Report shows all devices by manufacturer. Report is used to identify unsupported mobile phones or devices that may not have synced for an extended period				✓
<b>Mobile Devices by Policy</b>	Report shows which mobile devices do not comply with mobile policies. Report identifies the mobile, the owner and which policies are applied				✓
<b>Mobile Devices by Client</b>	Report shows which mobile devices sync email using Exchange Active Sync or Microsoft Outlook Web Access	✓			✓
<b>Policy Application Status</b>	Report shows a breakdown of which devices have policies correctly applied				✓
<b>Devices by Access State</b>	Report shows which devices are blocked				✓
<b>Inactive Mobile Devices</b>	Report shows the mobile devices that have not synced in a set period				✓

## SKYPE FOR BUSINESS

<b>Logins per Day</b>	Report shows the number of active logins which occur each day. The report shows the uptake of deployments		✓	✓	✓
<b>Peer-to-Peer Sessions</b>	Skype for Business session with a single recipient. The report shows the number of IM Sessions, Audio Sessions, Video Sessions, Application Sharing Sessions & File Transfer Sessions	✓	✓	✓	✓
<b>Conferences</b>	A Skype for Business Conference is a session with multiple recipients. The report shows the number of IM Conferences, Audio/Video Conferences, Telephony Conferences, Application Sharing Conferences, Total AV Conference Minutes and Total AV Conference Minutes	✓	✓	✓	✓
<b>Activity by User</b>	Shows how each of your users have used Skype for Business throughout a report period	✓		✓	✓

<b>Inactive Users</b>	Shows you which users are not using Skype for Business	✓		✓	✓
<b>Client Devices Per Month</b>	Shows the number of users who have used Skype for Business from a specific device	✓		✓	✓
<b>Skype for Business Client Devices per User</b>	Shows the number of Skype for Business activities per type of device for each user	✓		✓	✓
<b>PSTN Usage</b>	Shows the PSTN calls sent and received in the previous 30 days			✓	✓
<b>Users Blocked</b>	Shows the number of blocked users	✓			

## SHAREPOINT ONLINE

<b>SharePoint Explorer</b>	<p>Shows a complete hierarchical view for each Site Collection within the SharePoint environment</p> <p>Report shows library sizes, permissions, inherited rights, last modified dates and sizes</p>				✓
<b>SharePoint Library Sizes</b>	<p>Shows the size of all the SharePoint libraries within the Site Collection</p>				✓
<b>SharePoint Permissions</b>	<p>Chart showing the permissions and inheritance for each level of the Site Collection.</p> <p>Each level could be either a Site, Library or List or Folder</p>				✓
<b>SharePoint Activity</b>	<p>Designed to provide an indication of how often a library, site or folder is updated</p>				✓
<b>SharePoint Site Collections</b>	<p>Provides visibility of all the Site Collections in your environment and settings associated with them. The Site Collections Detail report provides the ability to drill down into a Site Collection to review information about storage, settings and owners</p>				✓

<b>Top Sites by Size</b>	Shows an overview of the largest Sites and Sub-Sites within your SharePoint Online environment				✓
<b>Storage</b>	Allows you to drill down into each Site Collection and its content to see where, within a Site, or Library, that the most storage space is being consumed	✓			✓
<b>Inactive Objects</b>	Lists all items that have not been modified for a specified time period so you can identify stale content that may no longer be required, free up storage quota and save money on storage costs				✓
<b>Sharing Settings</b>	Shows how sharing settings are configured for each site collection in your environment				✓
<b>Versioning Settings</b>	Shows how versioning has been configured in your document libraries to easily identify where check-in is required, and which document libraries have versioning enabled				✓
<b>Auditing Settings</b>	Shows how auditing is configured in each of your Site Collections				✓

<b>Group Membership</b>	Shows which groups each user is a member of				✓
-------------------------	---	--	--	--	---

## ONEDRIVE FOR BUSINESS

<b>Top OneDrive Users</b>	Shows the users who have the most number of items in their OneDrive for Business	✓			✓
<b>Inactive Users</b>	Shows the number of users who have not been using OneDrive for Business	✓			✓
<b>OneDrive Storage History</b>	Shows the amount of storage used per week	✓			✓

## SECURITY SERVICES

<b>User Password Settings</b>	Report shows 'Password Never Expires' and 'Strong Password Required' setting for all mailboxes These are settings applied to the cloud based account only and may not represent settings replicated from on premise			✓	✓
-------------------------------	--	--	--	---	---

<b>Last Password Change</b>	Shows a breakdown of when users have last changed their password			✓	✓
<b>User Mailbox Security</b>	Report shows the user mailboxes that have non-standard permissions. Identify which users have access to other mailboxes and the access rights they have			✓	✓
<b>Shared Mailbox Security</b>	Report shows which users have access to Shared and Room mailboxes and the rights that each have			✓	✓
<b>Users by Retention Policy</b>	Reports shows mailboxes and the retention policies that are applied. Identify mailboxes that have a short retention policy or no policy at all			✓	✓
<b>Mailboxes on Hold</b>	Report shows all mailboxes that are either on In-Place hold or Litigation hold, the hold date and the Owners			✓	✓
<b>Users by Browser and Operating System</b>	Report shows which browsers and operating systems are used amongst the user community			✓	✓
<b>Administrative Roles</b>	Report defines the users within the tenant with Administrative Rights			✓	✓

<b>Multi-Factor Authentication</b>	Report provides a list of users and their Multi-Factor Authentication settings		✓	✓	✓
------------------------------------	--	--	---	---	---

## CUSTOM REPORT BUILDER

<b>Custom Report Builder: Communication</b>	Allows a report to be generated which is specific to your needs Available for Exchange Online and Skype for Business			✓	✓
<b>Custom Report Builder: Collaboration</b>	Allows a report to be generated which is specific to your needs Available for SharePoint Online and OneDrive				✓

<sup>1</sup> Provided monthly on third business day of the month

[www.softwareone.com](http://www.softwareone.com)

Copyright © 2018 by Software ONE AG. All Rights Reserved. SoftwareONE is a registered trademark of SoftwareONE AG. All other trademarks, service marks or trade names appearing herein are the property of their respective owners. The content has been compiled with meticulous care and to the best of our knowledge. However, SoftwareONE cannot assume any liability for the up-to-dateness, completeness or accuracy.