

Cloudmon DEM Product Details

Description

Cloudmon Dem – Features And Pricing

Digital Experience Monitoring

[Free Trial](#)

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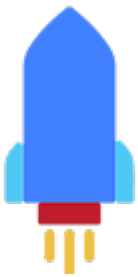
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[Cloudmon](#)

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Cloudmon DEM Product Details

Cloudmon Digital Experience Monitoring Highlights



Quick And Easy Setup

Begin Running Without Management Overheads Or Dependence On Vendor Technologies.



100% Visibility Of Network

Know how the network is being used and identify potential failures and anomalies



Segmented Insights

Get Visibility Into How Digital Experience Is Impacted By Each Of The Links Connecting A User With Applications



Intelli-Alerts

Reduces Alert Noise Drastically And Helps Focus On Incidents Based On Criticality



Flexible For Your Needs

Supported in Cloud and On-premise

Cloudmon-Dem Product Features

Feature	Basic	Standard	Pro
Segmented Insights	✓	✓	✓
End user device health & performance monitoring	✓	✓	✓
End user LAN connectivity & performance monitoring	✓	✓	✓
End user WAN performance monitoring	✓	✓	✓
Network path trace per business application	No*	✓	✓
Synthetic end user experience monitoring	✓	✓	✓
Public cloud support	✓	✓	✓
Private cloud support	✓	✓	✓
Monitor application performance of business applications	✓	✓	✓
DNS performance visibility	No*	No*	✓
TCP performance visibility	No*	No*	✓

Process tree+	No*	No*	✓
Software Package list+	No*	No*	✓
Alerts & Notification	✓	✓	✓
Automation of remediation	No*	✓	✓
Reporting	✓	✓	✓
Dashboard	✓	✓	✓
Premium technical support	No	✓	✓

Notes:

* Available For Limited Period Of 30 Days,

+ Roadmap

Detailed Use Cases

[Case Studies](#)



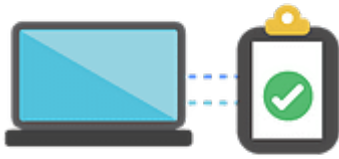
End User Digital Experience Monitoring

With Hybrid Work Models Being The New Normal, Organizations Must Deliver A Consistent, And Reliable Digital Experience To Employees, Even As They Access Data And Applications From Different Locations, Environments, And Networks.

Challenges Faced By It Include:

- Complex infrastructure – Loss of visibility with hybrid environments
- Distributed environment – Performance factors outside of IT's direct control
- Increasing expectations – employees demand customer-like experience from IT

With Cloudmon Dem, It Can Proactively Monitor The Remote Workforce Digital Experience When Using Applications.



Remote User Technical Support

Since A Large Portion Of Employees Are Working From Their Homes, Application Performance Experienced By Them Could Be Affected By Factors Related To Their Network Access.

Challenges Faced By It Include:

- No visibility of remote users' networking infrastructure
- Users are connected to different network service providers and use varied modes – broadband, mobile etc.
- High expectations – employees expect the same level of performance as when they are working in office

With Cloudmon Dem, It Can Easily Troubleshoot The Remote Users' Connectivity Issues With Segmented Insights



Branch Level Experience Monitoring

An Organization's Branch Offices Could Face Degradations In Performance Due To Factors Such As Connectivity And Application Related Issues.

Challenges Faced By It Include:

- No visibility of remote branch networking infrastructure
- Branches are connected to different network service providers and use varied modes – broadband, mobile etc.
- High expectations – employees working at the branches expect the same level of performance as when they are working in HQ

With Cloudmon Dem, It Can Easily Troubleshoot Digital Experience Degradation Faced By Users In Branches With Segmented Insights



Meet And Exceed Experience Level Agreements (Xlas)

Go Beyond Uptime And Availability Of Infrastructure To Monitor And Measure End User Experience. Xlas Are Key Performance Indicators (Kpis) Which Focus On Performance In Outcome And Value Terms For

End Users, Whereas Slas Usually Focus On Operations And Outputs.

Slas Based On Infrastructure Availability Or Network Latency Metrics Does Not Really Ensure User Experience. To Be Able To Implement Xla It Requires Visibility Into The End User's Actual Environment And Experience Of All The Business Applications Which They Depend For Day-To-Day Activity.

With Cloudmon Dem, It Can Meet And Exceed Set Xlas.



Automated Remediation

IT Teams Are Increasingly Tasked With Resolve Issues As Fast As Possible With Automation.

Challenges Faced By It Include:

- Frequent user complaints and trouble ticket volumes
- Complex infrastructure – Zero visibility on user environment and too many technologies
- Budget constraints – Improving XLA while trying to keep costs under control

With Cloudmon Dem, It Can Reduce Mean Time To Detect, Mean Time To Repair And Support Costs With Automated Remediation And Proactive Service Assurance.

Pricing Details

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Resources



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