

CLOUDMON-ITIM Case Study: Software Company



Improved Customer Satisfaction by application availability monitoring

A software company wanted to improve customer satisfaction by ensuring the availability of its SaaS application hosted in a remote private data center.

Challenges:

- Un-predictable response time from SaaS application
- Use of separate monitoring tool-set for each environment
- Frequent finger-pointing between teams

Cloudmon ITIM helped un-earth the problem with SaaS application connectivity, by providing a single source of truth across environments.

Outcomes:

- Improved customer satisfaction with higher availability and reduced time to repair by 40%
- Proactive monitoring for availability and QoS of connectivity to SaaS server.

“CLOUDMON-ITIM provides us a single source of truth to determine failures and ensure better customer satisfaction.” – IT Head