

With a unified view of IT infrastructure in real-time and intelligent alerting, IT teams can now focus on business priorities

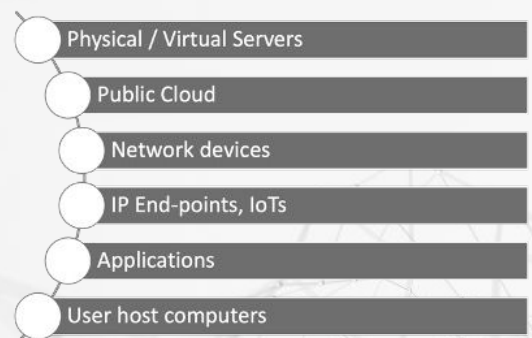
As digital businesses embrace digital transformation, a variety of newer technologies and paradigms are being adopted. IT teams face challenges in meeting their SLAs based on the performance, security and availability of such infrastructure, if their observability capabilities are not upgraded.

IT Teams also face challenges in managing multiple toolsets and getting the right expertise to manage diverse and dynamic requirements.

## KEY CHALLENGES

- **Managing multiple toolsets** - IT teams using multiple discrete tool sets are unable to get a unified view of the complete environment. IT teams' expertise and ability to manage across traditional as well as newer environments prove challenging.
- **Insufficient root cause analysis (RCA) capabilities** - Without accurate measurements and correlation of events with deeper RCA capabilities, higher mean time to repair (MTTR) leads to lower user satisfaction.
- **Support for hybrid IT environments** - With increased usage of private and public cloud, IT teams are often challenged to use separate tools for monitoring each of these environments.

Cloudmon ITIM is a unified proactive infrastructure monitoring and diagnostic solution for enterprises, that presents the live status of all infrastructure entities and provides comprehensive diagnostics information for troubleshooting.



Cloudmon ITIM is an award-winning product developed by Veryx. It has been named a representative vendor in 2023 Gartner Market Guide for Infrastructure Monitoring tools. Cloudmon ITIM was awarded the 2022 Product of the Year in Enterprise IT World CIO Select awards and 2021 Internet Telephony Product of the Year award.

## KEY USE CASES

- **Server Monitoring :**
  - Physical servers, virtual servers and Docker containers
  - VMs on public cloud for health and performance
- **Network Monitoring :**
  - Network devices for health and bandwidth
- **IP Endpoint Monitoring :**
  - WAN IP End-point for availability and QoS
- **Application Monitoring :**
  - Availability of applications
- **Remote workforce device monitoring :**
  - Monitor health and performance of devices and host processes

## KEY BENEFITS

- **Reduce Total Cost of Ownership (TCO)** – Lower support efforts and licensing costs of multiple tools
- **Improve Mean Time to Repair (MTTR)** – Quicker troubleshooting with diagnostic information, data correlation and historical trends
- **Intelli-alerts & Automated remediation** – Reduce IT operator fatigue and remediate potential disruptions before they affect users
- **Improve availability** – Pro-actively monitor network QoS of IaaS / PaaS / SaaS endpoints
- **Remote workforce productivity** – Monitor and troubleshoot remote user devices
- **Critical resource observability** – Ensure full visibility of critical resources
- **Optimize resources** – Key performance indicators (KPIs) help administrators to optimize infrastructure – without over- or under-provisioning

## KEY DIFFERENTIATORS

- **High Visibility Proactive Monitoring** - Get full observability of performance degradations with better root cause analysis (RCA) capabilities
- **Unified Visualization** – Review the status of physical servers, virtual workloads and networks in a unified dashboard
- **Cloud and Vendor Agnostic** – Monitor private and public cloud environments without dependencies on vendor specificities

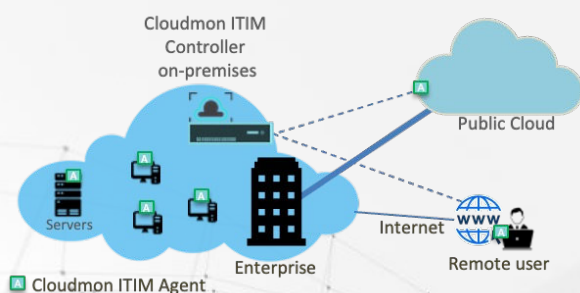


Figure 1: Cloudmon ITIM Controller deployed on-premises

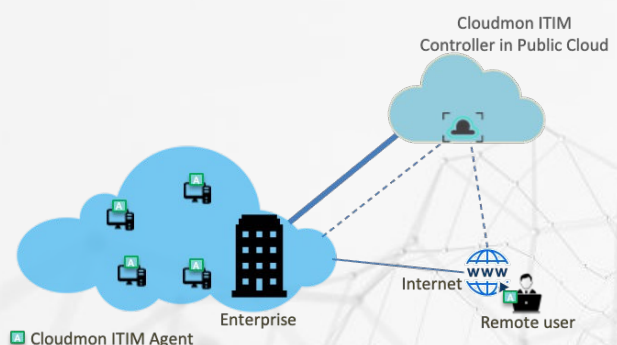


Figure 2: Cloudmon ITIM Controller deployed in public cloud

**Cloudmon ITIM** uses the following mechanisms to collect metrics and event information and push them to the Cloudmon ITIM controller:

- **Cloudmon Probe** software to collect accurate measurements across the environment. Probe software runs in public cloud such as AWS or on customer provided x86 based server. Additional probes may be deployed for distributed locations.
- **Cloudmon Agent** software is a lightweight executable that resides on servers and host computers for collection of system KPIs and health parameters.
- **SNMP** could be used to monitor embedded devices such as servers, routers, switches, and IoTs without installation of Cloudmon agents.

Cloudmon ITIM controller works in public cloud such as AWS or may be installed on-premises on customer provided x86 based server. Cloudmon ITIM controller provides metrics related to server, VM, Docker, network devices and the connectivity between them. It provides key performance indicator metrics and threshold crossing alerts on a unified dashboard. It also correlates the metrics and provides valuable inferences based on the correlation.

**Cloudmon ITIM All-in-One** includes both the Controller and Probe in one distribution.

With Cloudmon ITIM, IT administrators can confidently and efficiently monitor and diagnose network, and server performance. Cloudmon ITIM is the only tool that IT administrators really need to get a unified view of the data center and cloud infrastructure.



Figure 3 - Sample Cloudmon ITIM screens



**Cloudmon ITIM** is offered in three variants- BASIC (free), STANDARD and PRO as below:

Features	Basic	Standard	Pro
Physical Server and desktop monitoring	Yes	Yes	Yes
VM monitoring	Yes	Yes	Yes
Public cloud (AWS, Azure, GCP, etc.,) instance monitoring	Yes	Yes	Yes
Network device monitoring	Yes	Yes	Yes
Docker monitoring	No	No	Yes
Remote user device monitoring	Yes	Yes	Yes
Synthetic Network QoS monitoring (IPv4)	Yes	Yes	Yes
Synthetic Network QoS monitoring (IPv6)	No	No	Yes
Intelligent alerting - noise reduction	Yes	Yes	Yes
Network path trace	No*	Yes	Yes
Process monitoring	No*	Yes	Yes
Application package details	No*	Yes	Yes
Automated remediation	No*	Yes	Yes
Custom Dashboard	No	Yes	Yes
Report	Yes	Yes	Yes
Email notification	Yes	Yes	Yes
MS Teams notification	No	Yes	Yes
Slack notification	No	Yes	Yes
SMS notification (Twilio)	No	Yes	Yes
Zoho Desk Integration	No	Yes	Yes
Custom Webhook integration	No	No	Yes
Multi-site (distributed)	No	Yes	Yes
Multi-tenancy (MSP)	No	No	Yes
LDAP/AD Integration	No	No	Yes
Mobile application	No	No	Yes
Netpath interval (minimum)	6h	30m	1m
Polling interval (minimum)	5m	1m	1s
User accounts (max)	1	5	10
Data Retention period	1w	2M	1Y

Note:

\* Features available for limited period of 30 days

## Workflow Integrations

### Alerting



Email



MS Teams



Slack



SMS

### Ticketing



Zoho Desk

### Mobile Applications



Android APP

## System Requirements

### Customer on-premise installation

Processor Intel® i5 Gen 10 or equivalent  
OS - CentOS 7.9, x86-64bit  
4GB RAM (recommended 8GB)  
16GB SSD

### Virtual Machine installation

vCPUs - 4  
OS - CentOS 7.9, x86-64bit  
4GB RAM (recommended 8GB)  
16GB SSD

Note:  
The above mentioned is minimal requirement, the system requirements various based on the number of IPs to be monitored. Refer Cloudmon ITIM System requirement for more information.

### System Requirements – Probe

Processor Intel® i5 Gen 10 or equivalent  
OS - CentOS 7.9, x86-64bit  
4GB RAM  
8GB SSD

### Operating Systems – Agent

CPU: 64-bit processor  
RAM: 128 MB of free memory  
Storage: 200 MB  
OS: Windows 10+, Windows server 2012+, Ubuntu, Fedora, CentOS, RedHat Linux, Suse Linux and more

## ORDERING INFORMATION

### I PART NUMBER I STANDARD

ITIM_STD_50	Veryx Cloudmon ITIM Standard Infrastructure Monitoring up to 50 end points
ITIM_STD_100	Veryx Cloudmon ITIM Standard Infrastructure Monitoring up to 100 end points
ITIM_STD_250	Veryx Cloudmon ITIM Standard Infrastructure Monitoring up to 250 end points

### I PART NUMBER I PRO

ITIM_PRF_250	Veryx Cloudmon ITIM Pro Infrastructure Monitoring up to 250 end points
ITIM_PRF_500	Veryx Cloudmon ITIM Pro Infrastructure Monitoring up to 500 end points
ITIM_PRF_1000	Veryx Cloudmon ITIM Pro Infrastructure Monitoring up to 1000 end points
ITIM_PRF_2500	Veryx Cloudmon ITIM Pro Infrastructure Monitoring up to 2500 end points
ITIM_PRF_5000	Veryx Cloudmon ITIM Pro Infrastructure Monitoring up to 5000 end points
ITIM_PRF_XL	Veryx Cloudmon ITIM Pro Infrastructure Monitoring unlimited end points



**FOR MORE INFORMATION OR TO SCHEDULE A DEMO CONTACT:**

[sales@veryxtech.com](mailto:sales@veryxtech.com) or any of our authorized resellers.

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**About Veryx Technologies**

Veryx Technologies is a provider of innovative network visibility, monitoring and security solutions for enterprises, network service providers, cloud service providers, and network equipment vendors. Veryx offers solutions for network security, network visibility, network testing, and equipment testing applications for technologies such as Cloud, SD-WAN, SDN/NFV and IOT.

Email : [info@veryxtech.com](mailto:info@veryxtech.com)

Web : [www.veryxtech.com](http://www.veryxtech.com)

USA : +1 267 440 0140

International : +44-203-371-8691

India : +91-44-6677 2200

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