Banking & Financial Services

Case study

Branch Site Monitoring Using Veryx Cloudmon DEM

![Veryx logo] veryx
Increasing Business Velocity

The Challenge

A financial services organization had made substantial investments in upgrading their IT infrastructure across all their branch locations. Their goal was to offer customers better experiences regardless of whether they visited their branch locations physically or accessed their applications online.

The company's branch locations now provided both self-help kiosks, as well as full-service counters. These branch sites were connected through upgraded wide area network (WAN) links to their primary data center location.

After an initial soft launch of these improved facilities was made in a set of branches, the IT team faced a new challenge – they were getting a lot of trouble-tickets from branch locations:

- Failures and erratic performance of their self-help kiosk applications occurred during peak-office times, leading to loss of customer confidence and increased queues at full-service counters

- The resident IT help desk engineers at the branch locations were unable to help much in resolving the issues.

"Failures … occurred during peak-office times, leading to loss of customer confidence .."
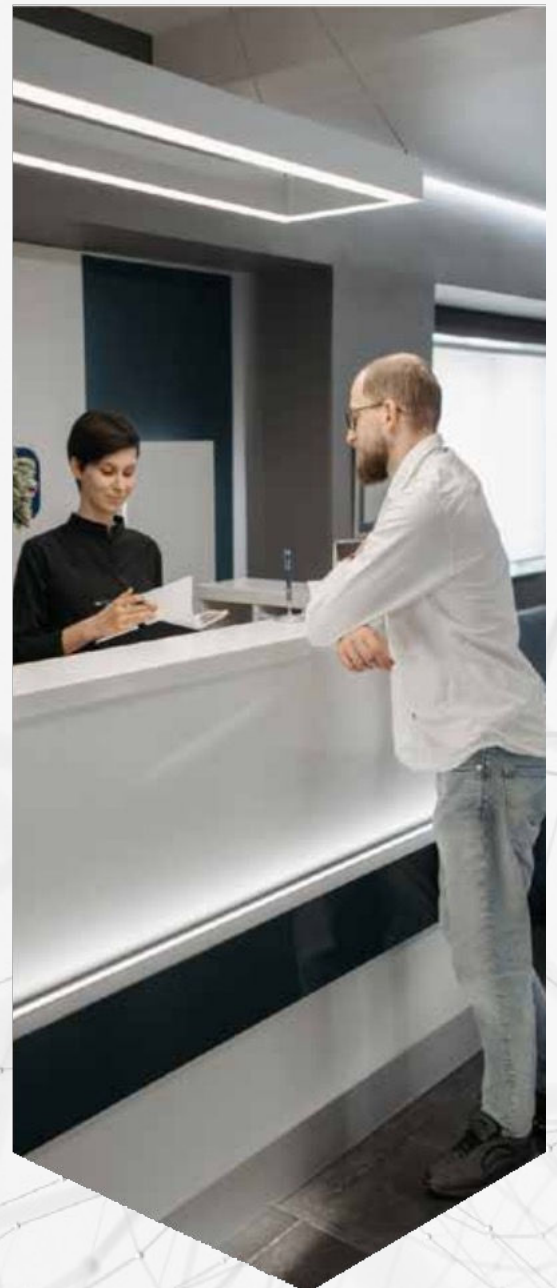
Cloudmon solution and its benefits

The IT team evaluated a number of tools to evaluate how they could help solve their problem. They chose Cloudmon DEM, as it helped determine the root cause of the problems easily. Later, they deployed the product at all their branches.

"Deployment of Veryx Cloudmon DEM was rapid and our team was comfortable using it in no time," said the IT head at the company.

"We began seeing the benefits of Cloudmon quickly, as our IT team at the datacenter had full visibility of application performance experience of users in the branch locations. It helped us to know the problems that are causing performance issues and be pro-active in resolving them. And in cases when users raised trouble-tickets, we could resolve them quickly. Thus, we experienced higher mean time between failures (MTBF) and mean time to repair (MTTR)."

"Cloudmon provides excellent visibility of application performance experienced at individual branch sites or users, with drill-downs possible to know whether the problem is with the application, WAN link, router or WiFi."

" … we experienced higher mean time between failures (MTBF) and lower mean time to repair (MTTR)."

Quick Overview of Cloudmon DEM

User-level Application Performance Monitoring

Cloudmon DEM monitors the performance of business applications being experienced at all the user devices across the organization, in real-time. Thus, IT teams can be proactive to know and remediate problems which users are facing, even before users raise trouble-tickets.
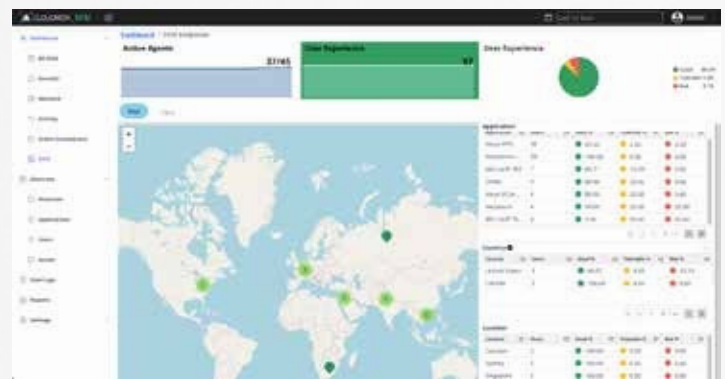
Site-level digital experience monitoring

Cloudmon DEM monitors the performance of business applications being experienced at the organization's branch sites, in real-time. Thus, IT teams can be proactive to know and remediate problems which at faced at branch sites, depending on whether the problem is with the application, WAN link connecting to the branch, branch router or WiFi.
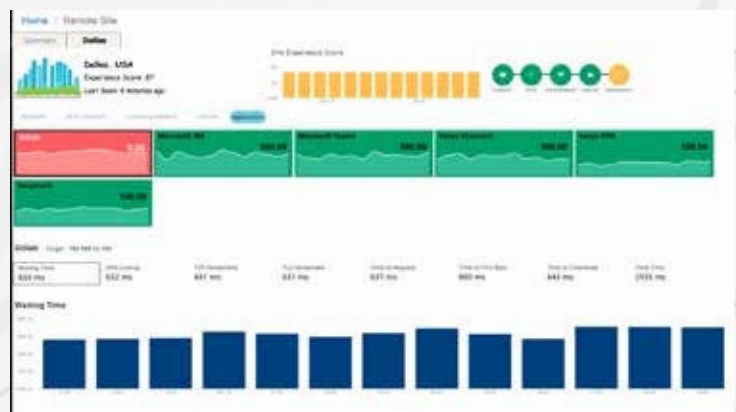
Application-based digital experience monitoring

Cloudmon DEM provides drill-downs to know application-based performance metrics at the user-level without need for additional tools. It provides hop-by-hop visibility that aids in fast trouble-shooting – and know whether the problem is with the application, WAN, router, WiFi or the user device.

Integration with ITSM tools

Cloudmon be integrated with a wide variety of ITSM tools for automatically raising tickets. Cloudmon supports Zoho Desk, Slack, Teams and many popular help desk tools.
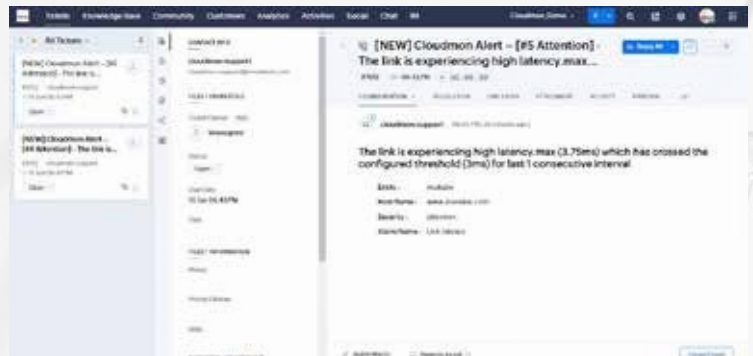
Cloudmon Overview

Cloudmon provides a unified view of IT with proactive monitoring of IT infrastructure, network visibility and application experience, across cloud and on-premises, results in fewer trouble tickets and better service levels, at lower costs.

KEY FEATURES

Digital Experience Monitoring

- Performance monitoring of end user devices, Wi-Fi, LAN, WAN health and network path

- Monitoring of application response times of business applications Branch

- Branch site level monitoring and hop-by-hop troubleshooting capabilities.

Network Traffic Monitoring

- Track network flow and bandwidth usage from users and multiple geographic locations

- Analyze usage trends by top users, application and domains

- Analyze by internal and external traffic

IT Infrastructure Monitoring

- Monitor health and performance of physical servers, virtual servers (VMs, Docker) in cloud and on-premises

- Monitor health and performance of network devices (LAN/WAN), remote end points, IoTs etc.

- Monitoring health and performance of remote user devices

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