

# Healthcare BPO

Case study

## User Application Experience Monitoring Using Veryx Cloudmon DEM

## The Challenge

A healthcare support services organization was offering its services for global healthcare majors in the areas such as patient access, transcriptions and billing. The company's stated goal was to offer their healthcare customers the benefits of their expertise in transforming their operations.

The company's customer facing teams were distributed globally in order to provide the necessary diversity and resiliency required for supporting large customers. Hence while many of these agents operated out of local regional offices, many others worked from their home locations.

The company's IT team faced a huge backlog of trouble-tickets

- Failures and erratic performance of applications faced by remote teams of specific branch locations led to loss of productivity and lowered customer satisfaction.
- Team managers found it difficult to manage and track WFH agents' productivity effectively.

"Failures ... of applications .. led to loss of productivity and lowered customer satisfaction"



## Cloudmon solution and its benefits

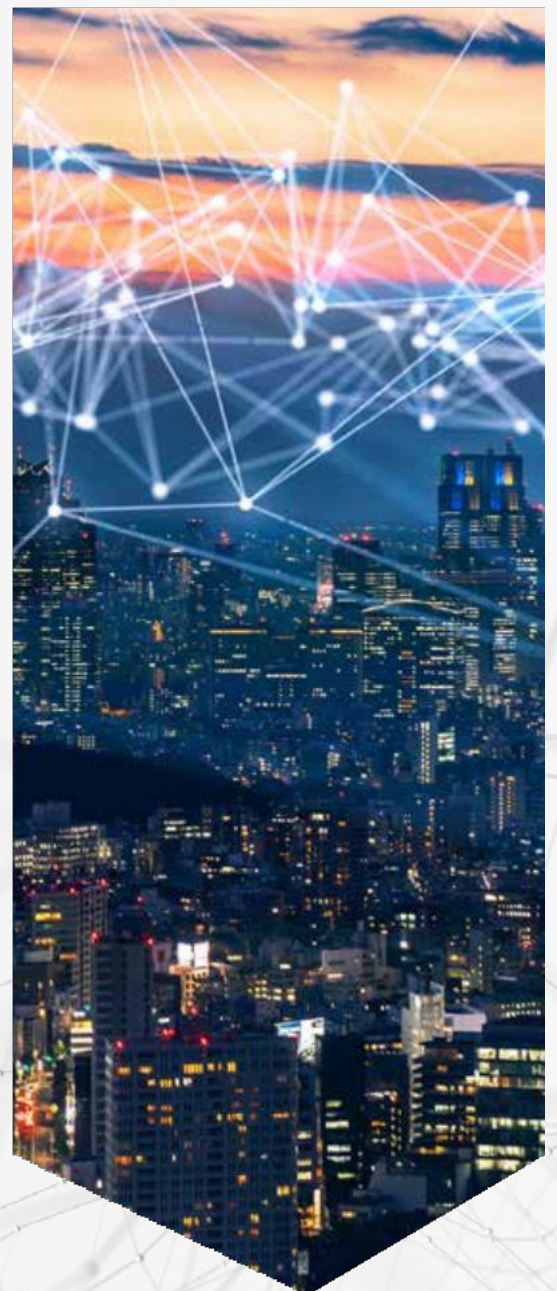
When the IT team deployed Cloudmon DEM, they were able to get a summary dashboard view of application performance scores at each location and user. Based on alerts received, they could proactively determine the root cause of the problems easily, often even before users raised trouble tickets.

“Deployment of Veryx Cloudmon DEM enabled us to get immediate real-time visibility of all branch locations and agents’ digital experience,” said the IT manager at the company.

“We began seeing the benefits of Cloudmon quickly, as our team was alerted whenever users experienced KPIs issues and thus be pro-active in resolving them. And in cases when users raised trouble-tickets, we could resolve them quickly because of extensive drill-down capabilities. Thus, we experienced higher mean time between failures (MTBF) and lower 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.”

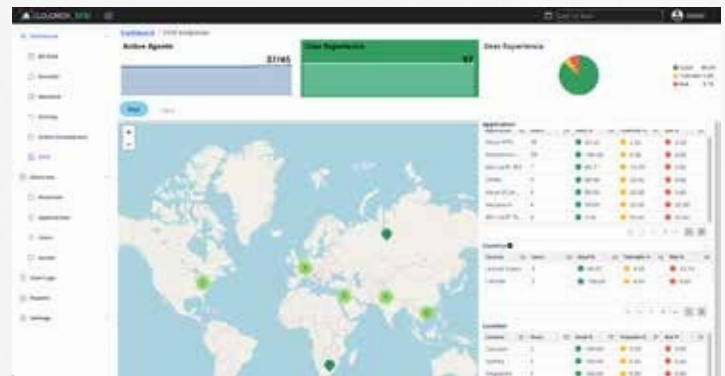
” ... we experienced higher mean time between failures (MTBF) and lower mean time to repair (MTTR).”



# 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 are faced at branch sites, depending on whether the problem is with the application, WAN link connecting to the branch, branch router or WiFi.



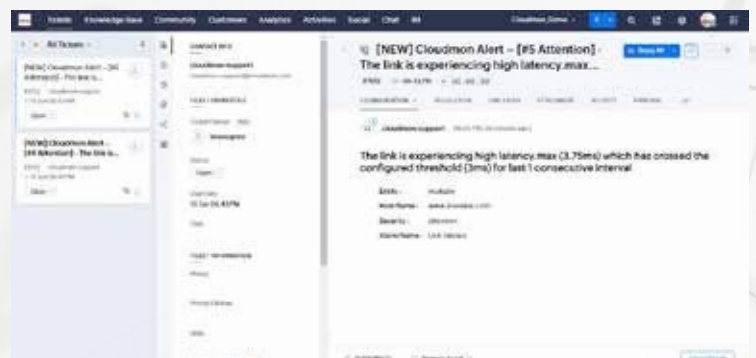
## Application-based user digital experience monitoring

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 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



Increasing Business Velocity

**For more information contact:**

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

Sales : [sales@veryxtech.com](mailto:sales@veryxtech.com)

Support : [support@veryxtech.com](mailto:support@veryxtech.com)

**USA**

Veryx Technologies Inc.  
1 International Plaza, Suite 550  
Philadelphia, PA 19113 USA  
Phone: 267-440-0140  
International: +44 20 33 71 86 91

**India**

Veryx Technologies Pvt. Ltd.  
Ground Floor, RR Towers 3,  
Super B1/B2 Thiru Vi-Ka  
Industrial Estate, Guindy  
Chennai 600032 INDIA  
Phone: +91 (44) 6677 2200  
Fax: +91 (44) 2250 0372

