

Software & Tech

Case study

User Application Experience Monitoring Using Veryx Cloudmon DEM

The Challenge

A software product company offering e-commerce solutions, had its main development center located at its headquarters, with regional sales and customer support offices based in over 10 countries. Their software which was being offered in a SaaS model. In addition, the software was also deployed for larger customers in a managed-services model.

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 engineers operated out of local regional offices, many others worked from their home locations.

The company faced a number of challenges in ensuring customer satisfaction:

- Failures and erratic performance of applications occurred after software upgrades, leading to finger-pointing between IT and development teams
- Customer-facing development teams did not have the right tools to help trouble-shoot performance issues faced by the users

"Failures and erratic performance of applications occurred, ... leading to finger-pointing"



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 digital experience at each branch location and for remote users,” 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.”

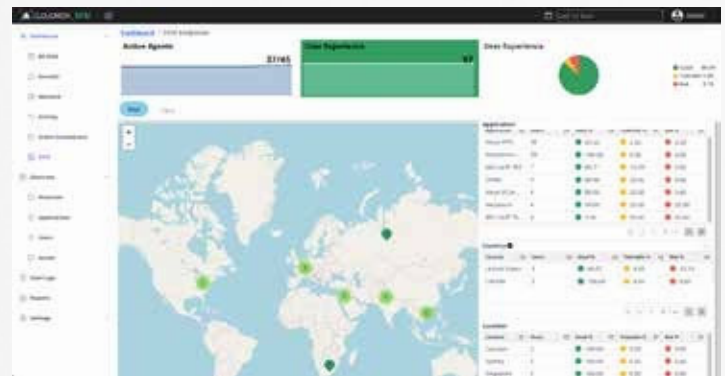
” ... we experienced higher mean time between failures (MTBF) and lower mean time to repair (MTTR).”



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.



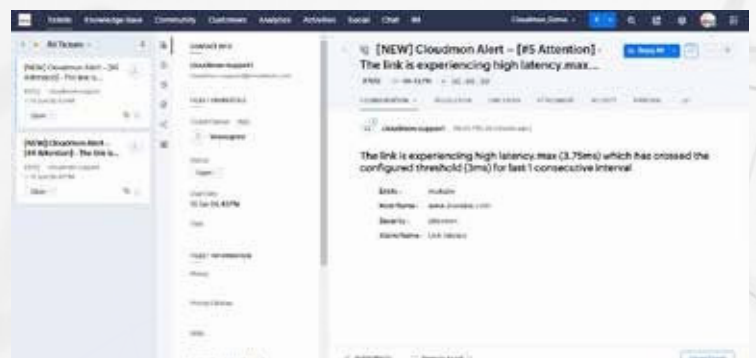
Application-based user digital experience monitoring

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

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