CLOUDMON-ITIM Case Study: Education
Improved Student Experience

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An educational institution wanted to improve its IT operations to ensure better student experiences, since its courses were being increasingly offered online and access to lab facilities were provided via the internet using VPNs.

Challenges:

- Centralized IT infrastructure facilities not performing as expected
- Un-predictable response times from SaaS application
- Poor response times for lab connectivity from remote locations

Cloudmon ITIM helped tackle each of the above problems in a proactive manner

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 student satisfaction." – IT Head