Retail

Case study

IT Infrastructure Monitoring Using Veryx Cloudmon ITIM

The Challenge

A retailer of consumer goods, faced challenges in reaping the benefits of its digital transformation efforts. They had invested in state-of the-art facilities at their stores across the country and had begun offering their customers the option of online shopping.

Their IT infrastructure included cloud services, on-premise virtualized servers and network connectivity using high speed networks.

Though the company invested in a reliable IT infrastructure with the goal of ensuring business productivity, the IT team however faced challenges as the company rolled-out their enhanced facilities:

- Failures and erratic performance of their billing application occurred during peak-sale season, leading to loss of customer confidence and lower sales

- Increasing number of trouble tickets were received from its users, despite having made investments in IT infrastructure upgrades

- Finger pointing between different IT teams led to frequent hand-offs between them

"Failures ... occurred during peak-sales season.."

Cloudmon solution and its benefits

After the IT team began searching for a solution that would help it address the challenges, they short-listed a few IT monitoring tools and finally decided on Veryx Cloudmon ITIM.

"Deployment of Veryx Cloudmon ITIM was a straight-forward process and it did not take our team any time to become comfortable with it," said the IT head at the company.

"We began seeing the benefits of Cloudmon quickly, as our IT team began receiving alerts of potential failures occurring in cloud instances, servers and networks. This helped IT to be aware of problems before users could complain and thus be pro-active in resolving them. Over a period of time, this resulted in higher mean time between failures (MTBF) and lower mean time to repair (MTTR)."

"Cloudmon provides excellent root cause analysis (RCA), with drill-downs possible when one clicks on the specific alert, down to the level of resources, processes, usage trends etc."
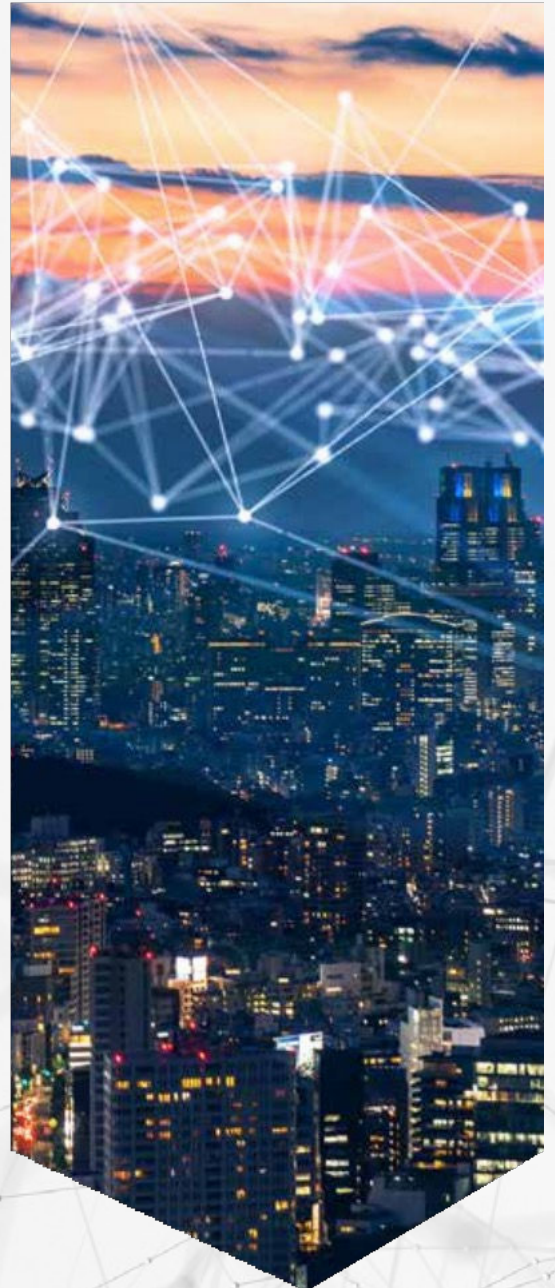
" ...this resulted in higher mean time between failures (MTBF) and lower mean time to repair (MTTR)."

# Quick Overview of Cloudmon ITIM

Application Availability Monitoring

Cloudmon monitors the availability of business applications and easily determine the cause when such applications are slow or not available – whether it is application slowness or the network. And for business-critical applications, Cloudmon supports monitoring at high frequency of upto 1 second.
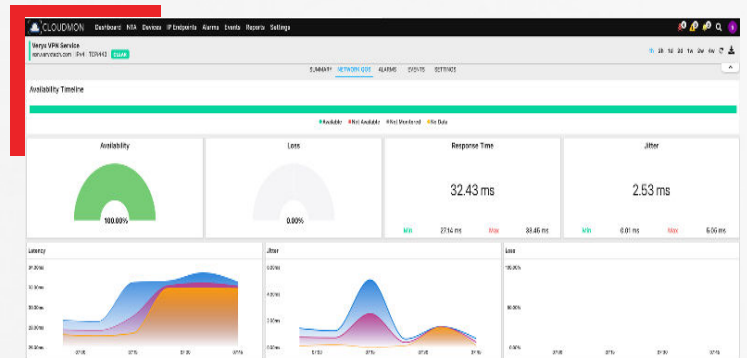

Network monitoring

Cloudmon monitors LANs and WAN endpoints with its synthetic monitoring capabilities, without the need for additional tools. Cloudmon measures availability, loss, response time and jitter and provides hop by hop visibility of these parameters to aid in fast trouble-shooting
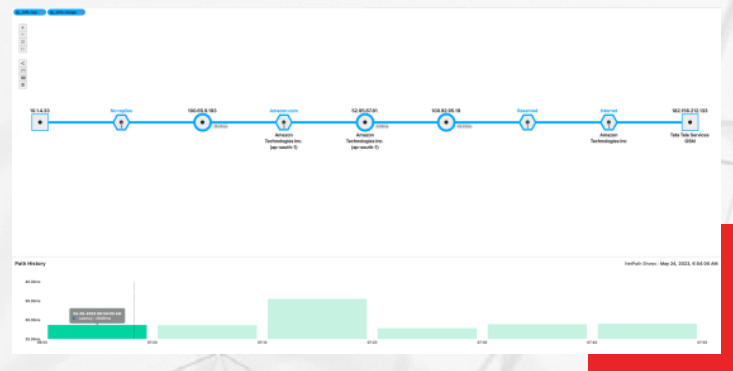
Server monitoring

Cloudmon monitors the health and performance of servers by tracking more than 100 metrics ranging from physical parameters (CPU, memory, disk etc.), virtual machine (VM) metrics (process etc.) as well as parameters relating to public cloud (instances, IPs, Availability Zone etc.) and Docker containers.
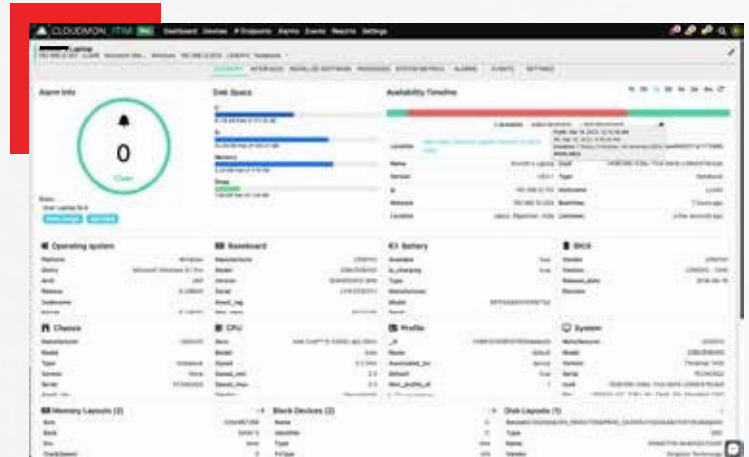
Auto-remediation

Cloudmon supports auto-remediation for well known problems, where the solution steps are supported run-book scripts. This help in reducing the effort of the IT teams
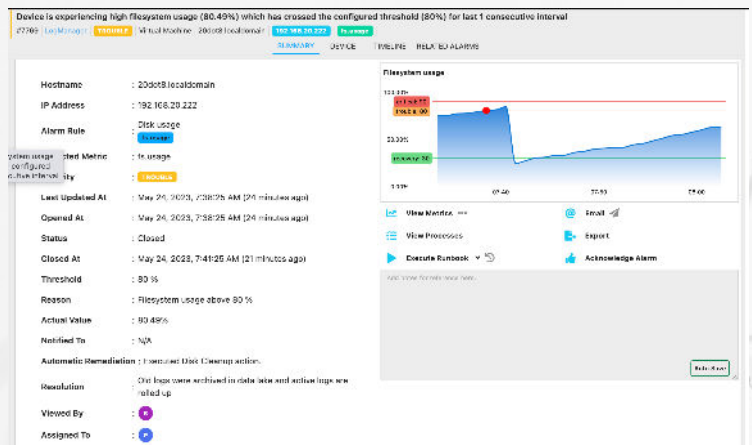
Integration with ITSM tools

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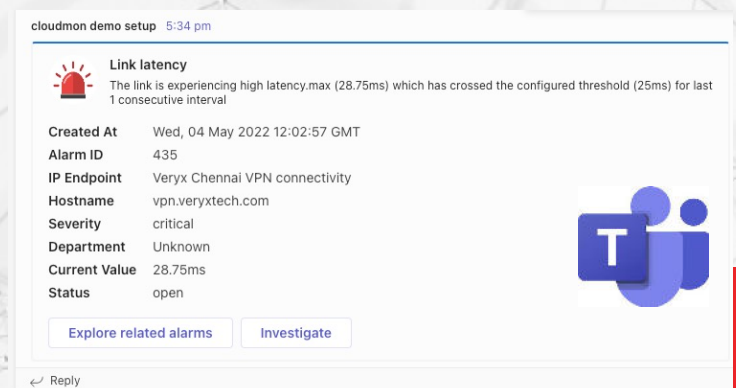
Cloudmon Overview

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, Dockers) 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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Veryx Cloudmon was named a representative vendor in 2023 Gartner Market Guide for Infrastructure Monitoring.

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