

Software Company

Case study

IT Infrastructure Monitoring Using Veryx Cloudmon ITIM

The Challenge

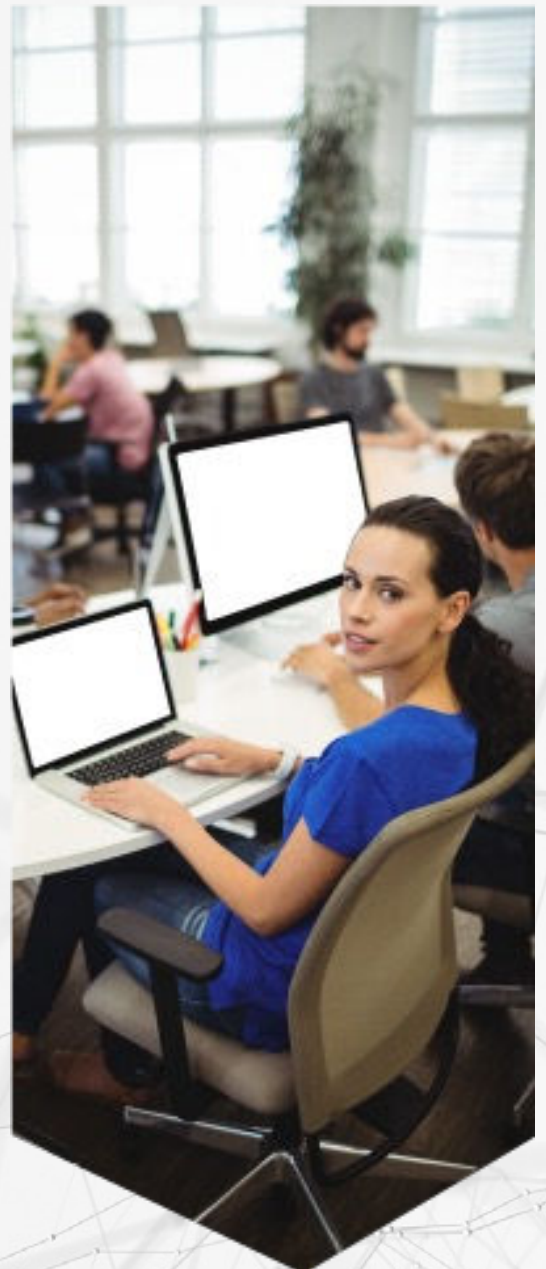
A software-as-a-service (SaaS) software company had its development centers based in 3 countries. Their software was deployed in a private data center with adequate redundancy.

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 highest quality of experience for their customers, the IT team however faced challenges in achieving this goal:

- Unpredictable response time for SaaS application led to poor customer satisfaction
- Finger pointing between development and IT teams led to frequent hand-offs between them
- Trouble-shooting the issues were challenging as separate tools were required to be used in each environment`

” Unpredictable response time ..led to poor customer satisfaction”



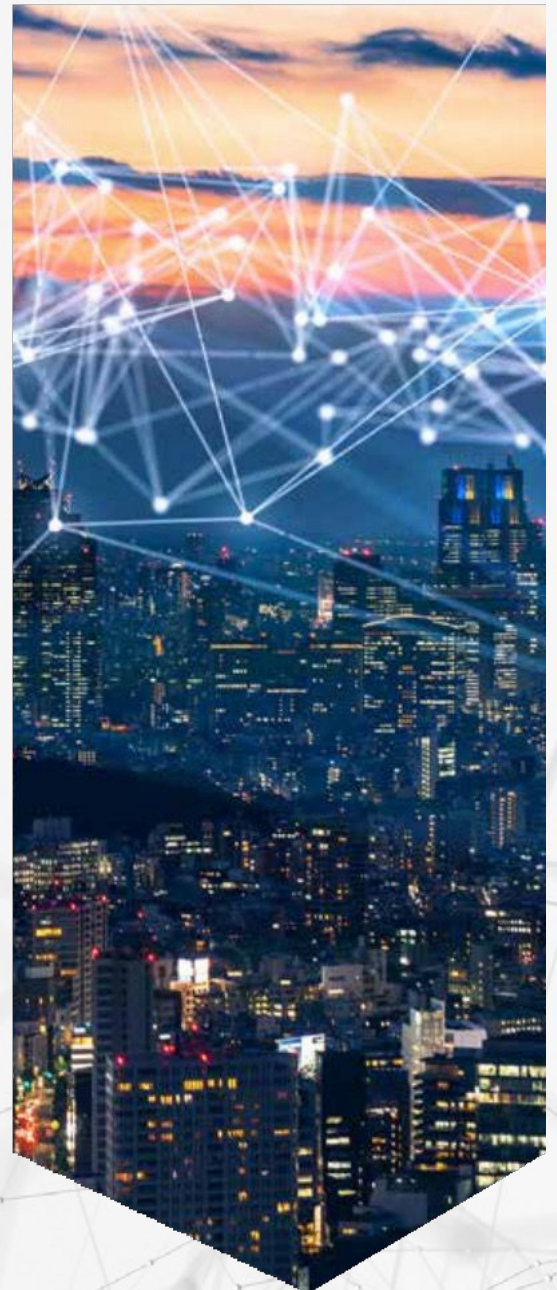
Cloudmon solution and its benefits

The company began searching for IT monitoring tools that would help it address the challenges. After evaluating them, they decided on Veryx Cloudmon ITIM.

“Deployment of Veryx Cloudmon ITIM was a quick and we immediately took control of the situation with a proactive approach,” 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.”

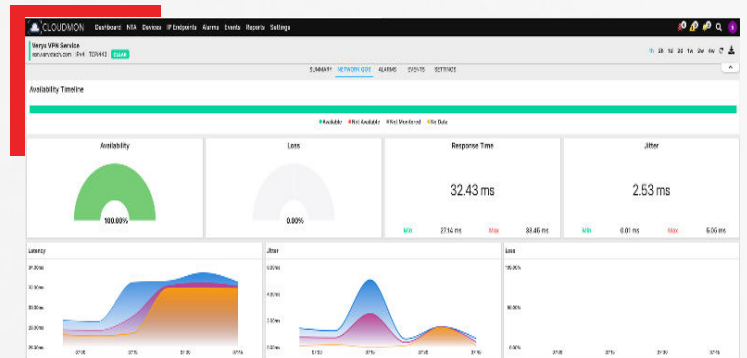


“ ...this resulted in higher mean time between failures (MTBF) and lower mean time to repair (MTTR).”

Quick Overview of Cloudmon ITIM

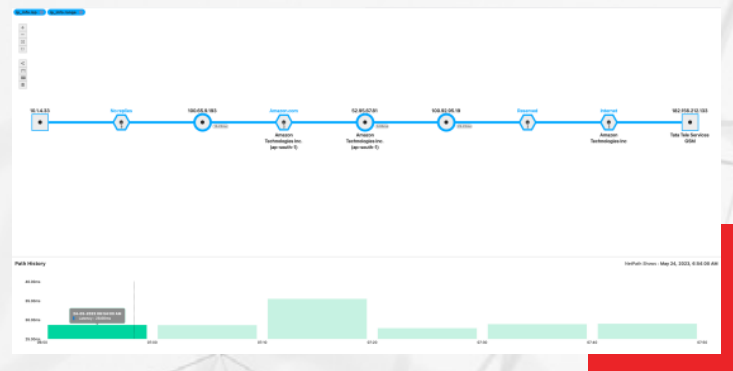
Application Availability Monitoring

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.



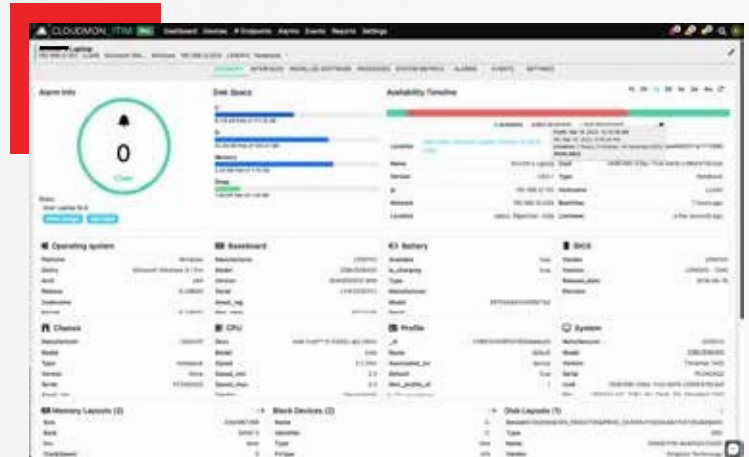
Network monitoring

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



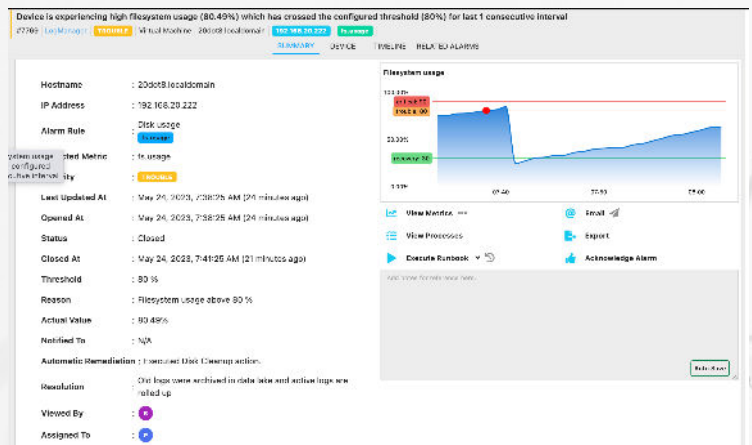
Server monitoring

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.



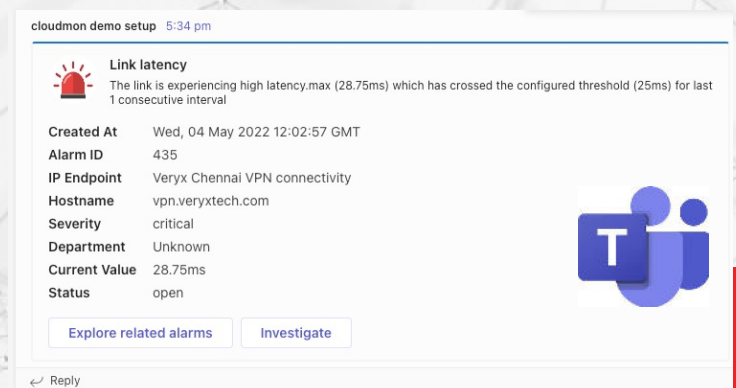
Auto-remediation

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

For more information contact:

General : info@veryxtech.com
Sales : sales@veryxtech.com
Support : support@veryxtech.com

USA

Veryx Technologies Inc.
1 International Plaza, # 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

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



www.veryxtech.com

Copyright Veryx 2023

Veryx® and Cloudmon® are trademarks of Veryx Technologies. All other trademarks of respective owners are acknowledged.