Manufacturing

Case study

IT Infrastructure Monitoring Using Veryx Cloudmon ITIM
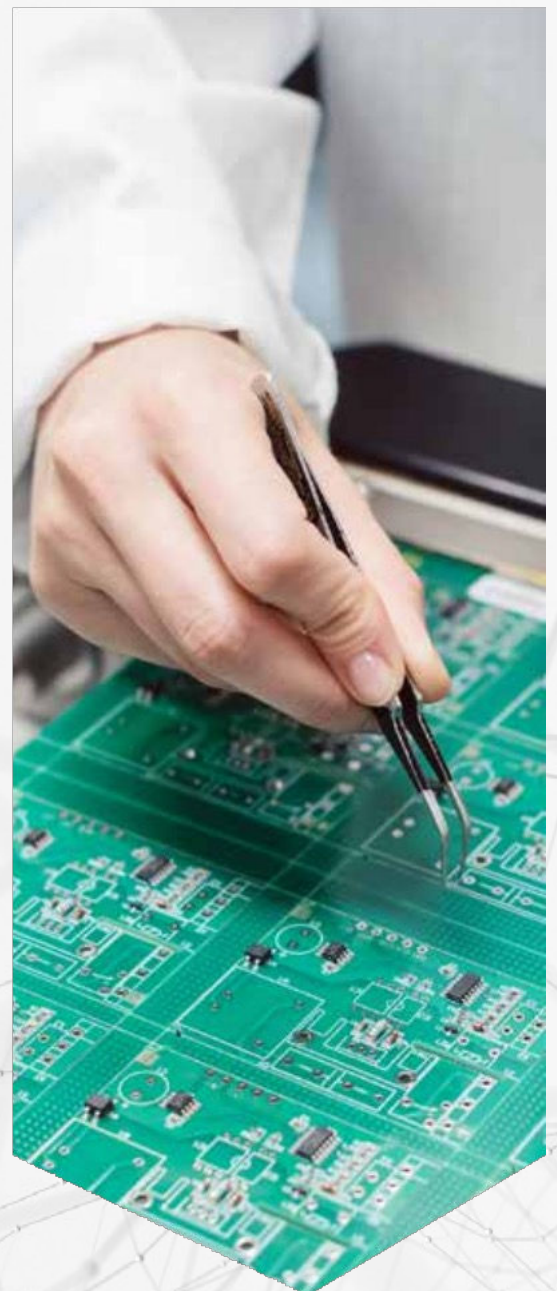
The Challenge

With a focus on producing high-quality electronic goods, an electronic manufacturing company aimed to position itself as an industry leader. However, soaring IT support costs were a frustrating burden for the management. Despite their investment in cutting-edge electronics manufacturing technology, they were losing their competitive edge due to significant challenges in optimizing their operations.

The company had a hybrid IT infrastructure, with on-premises infrastructure for manufacturing processes and secure data storage, while also utilizing cloud solutions for scalability and accessibility in non-sensitive areas.

- Use of multiple monitoring tools across different departments led to high support costs

- Legacy monitoring tools were not cloud-compatible, leading to the need for separate tools and increased expenses.

- Limited troubleshooting capabilities led to lengthy manual efforts, increasing downtime, hampering productivity and the ability to meet deadlines

"They were losing their competitive edge due to challenges in optimizing operations."

Cloudmon solution and its benefits

To address these challenges, the company's IT team conducted a thorough evaluation of various infrastructure monitoring solutions. After careful consideration, they made the decision to implement Veryx Cloudmon.

"The implementation of Veryx Cloudmon ITIM was a seamless process, and our team quickly adapted to its functionalities," stated the IT head. "The benefits were immediately visible, we started receiving timely alerts regarding potential failures in our cloud, servers, and networks. This allowed us to proactively address issues before users even noticed, resulting in higher mean time between failures (MTBF) and lower mean time to repair (MTTR)."

Cloudmon enables us to quickly track issues across diverse systems and tools, facilitating immediate action. This significantly reduced downtime and made it easier to stick to critical deadlines. The unified platform also enables us to better manage our diverse tool sets, legacy architectures, and business critical applications, reducing the need for costly and time-consuming support efforts.

Furthermore, Cloudmon's RCA functionality allows us to delve deep into the production pipeline, uncovering potential areas of concern. With better visibility of resource utilization, processes, and usage trends, we are better equipped to evaluate where issues might arise and optimize our operations."

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

Quick Overview of Cloudmon features

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
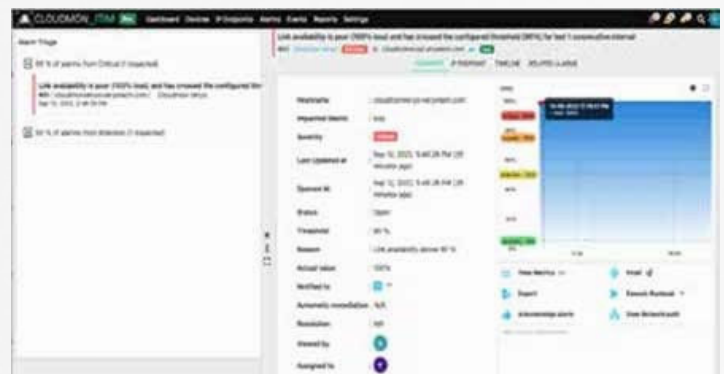

Network monitoring

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.).
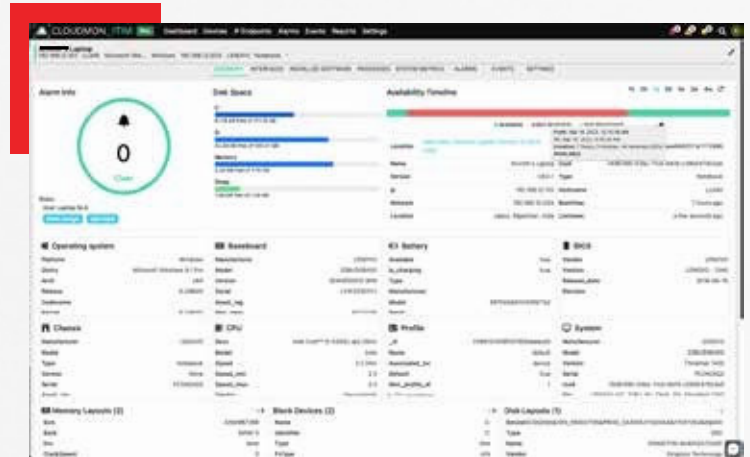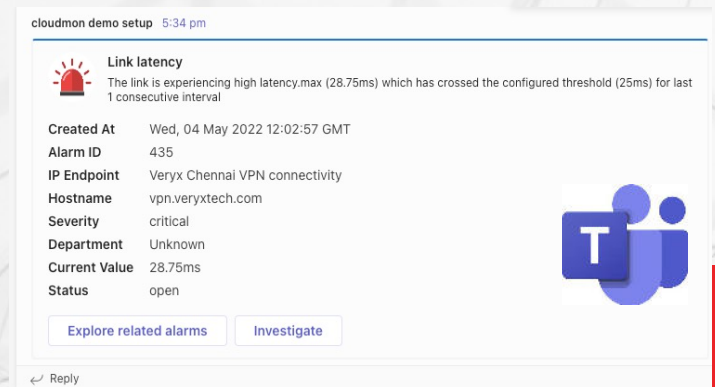

Auto-remediation

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 demo setup   5:34 pm

Link latency
The link is experiencing high latency.max (28.75ms) which has crossed the configured threshold (25ms) for last 1 consecutive interval

Created At	Wed, 04 May 2022 12:02:57 GMT
Alarm ID	435
IP Endpoint	Veryx Chennai VPN connectivity
Hostname	vpn.veryxtech.com
Severity	critical
Department	Unknown
Current Value	28.75ms
Status	open

[Explore related alarms]   [Investigate]

↵ Reply

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

veryx

Increasing Business Velocity

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