

Healthcare BPO

Case study

Network Traffic Monitoring Using Veryx Cloudmon

The Challenge

A healthcare services enterprise with branch locations spread across 12 countries serviced several demanding customers on a round-the-clock basis.

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

Though the company invested in high-speed links with the goal of ensuring reliable and consistent performance, the IT team however faced challenges:

- Failures and erratic performance of their business-critical applications occurred during peak-hours, leading to loss of productivity
- Higher number of trouble tickets were received from users, despite having made investments in several IT tools
- Finger pointing between different IT teams led to frequent hand-offs between them

"Failures ... occurred during peak-hours, leading to loss of productivity.."



Cloudmon solution and its benefits

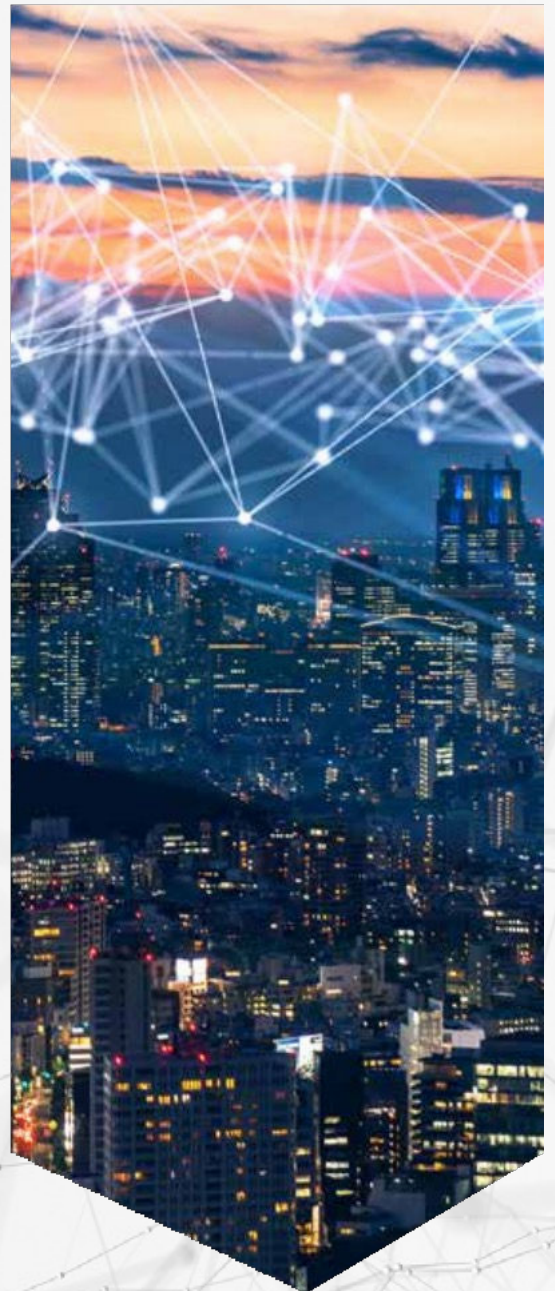
The company's IT team keenly searched for a solution that would help gain full visibility of their network traffic and overcome their blind-spots. They found what they needed with Veryx Cloudmon NTM.

"Deployment of Veryx Cloudmon NTM provided us full visibility of the network, aggregating information from all devices, resulting in improved confidence in knowing and managing our network" 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. This helped us to be aware of problems before our users could complain and be pro-active in resolving them. Thus, over time we experienced higher mean time between failures (MTBF) and 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 bandwidth utilization, protocols, applications, users etc."

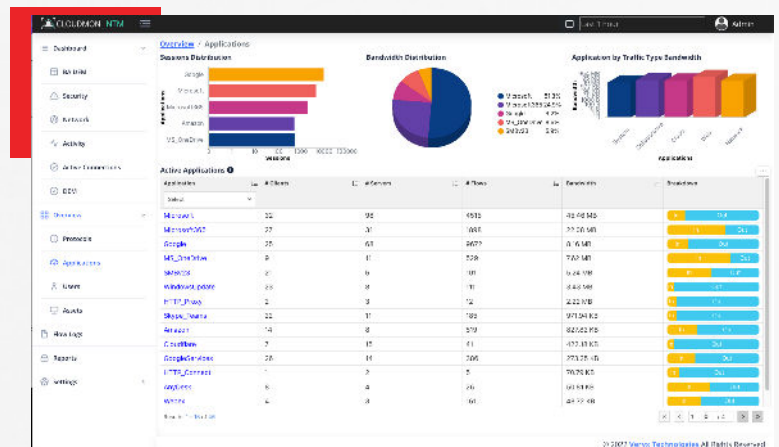
" ...we experienced higher mean time between failures (MTBF) and lower mean time to repair (MTTR)."



Quick Overview of Cloudmon NTM

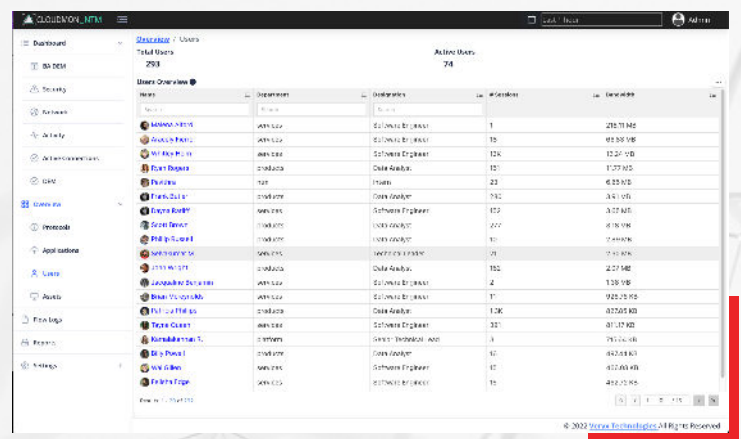
Top Applications

Cloudmon monitors the traffic and shows the amount of application traffic traversing the organization's networks – LAN and WAN. This reveals information about which applications are taking up more bandwidth and possibly affecting the performance of business-critical applications.



Top Users

Cloudmon monitors the traffic and shows how much traffic traversing to and from specific users, over various time-periods. This could indicate that traffic from some users are possibly starving business-critical applications of the needed bandwidth.

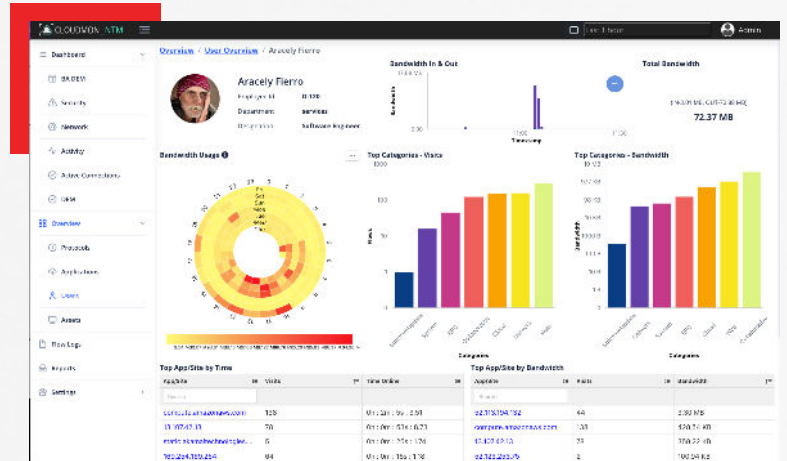




Increasing Business Velocity

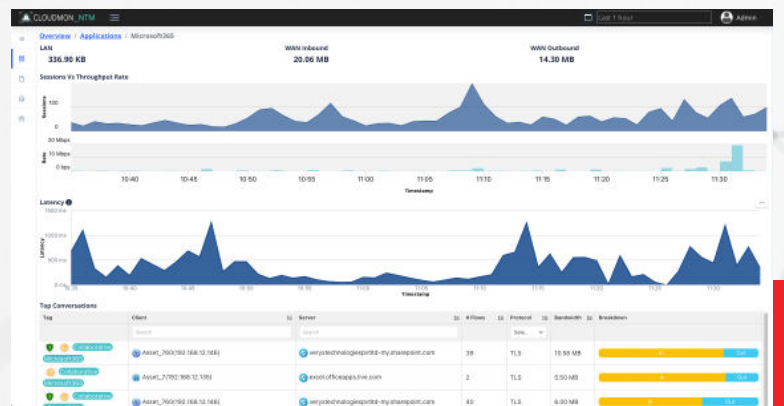
Top Conversations

Cloudmon monitors traffic at user level and provides deep insight into usage patterns, whether regarding applications, bandwidth, conversations etc.



Bandwidth usage

Cloudmon provides deep insight into bandwidth usage across users, applications, conversations etc



Integration with ITSM tools

Cloudmon can 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.

www.veryxtech.com

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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