Software & Technology

Case study

Network Traffic Monitoring Using Veryx Cloudmon NTM

veryx
Increasing Business Velocity

The Challenge

A technology services software company with offices in 3 international and 5 domestic locations, desired to ensure consistent and seamless access to their network services across its locations. They had increased the bandwidth at many of their sites, especially since some of their applications needed high performance infrastructure.

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 business applications occurred during peak-hours, leading to loss of productivity

- Higher number of trouble tickets were received from 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-hours, leading to loss of productivity.."
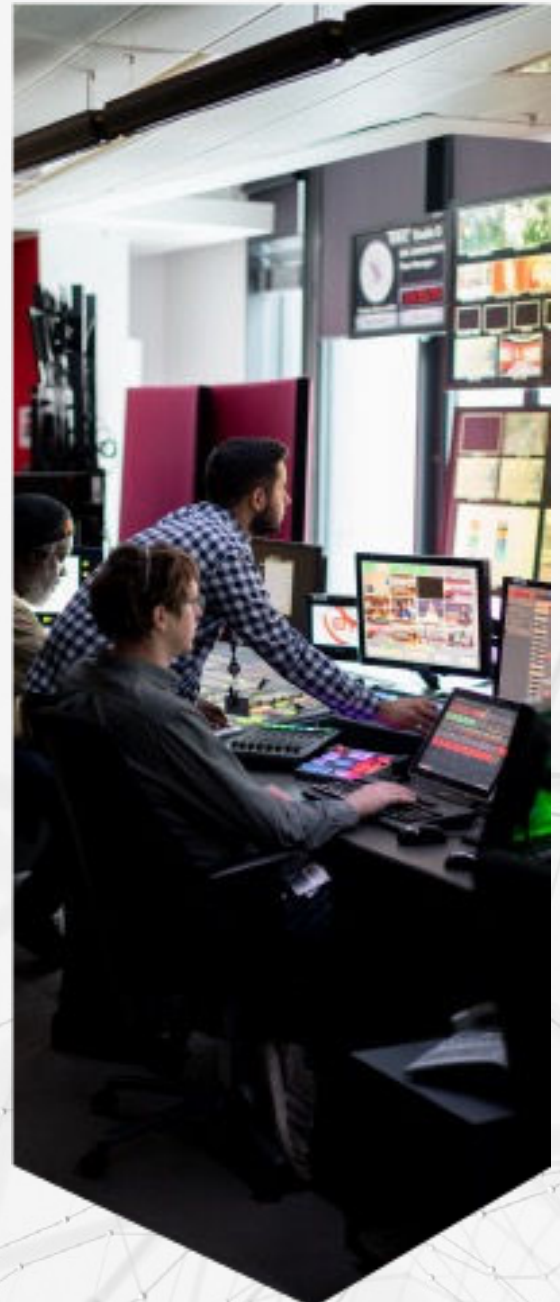
Cloudmon solution and its benefits

After the IT team began searching for a solution that would help gain visibility of their network traffic. They decided to deploy Veryx Cloudmon NTM.

"Deployment of Veryx Cloudmon NTM provided us immediate visibility of the network, resulting in improved confidence in knowing and managing our network" said the IT head at the company. "We no longer have to monitor each individual firewall and network switch."

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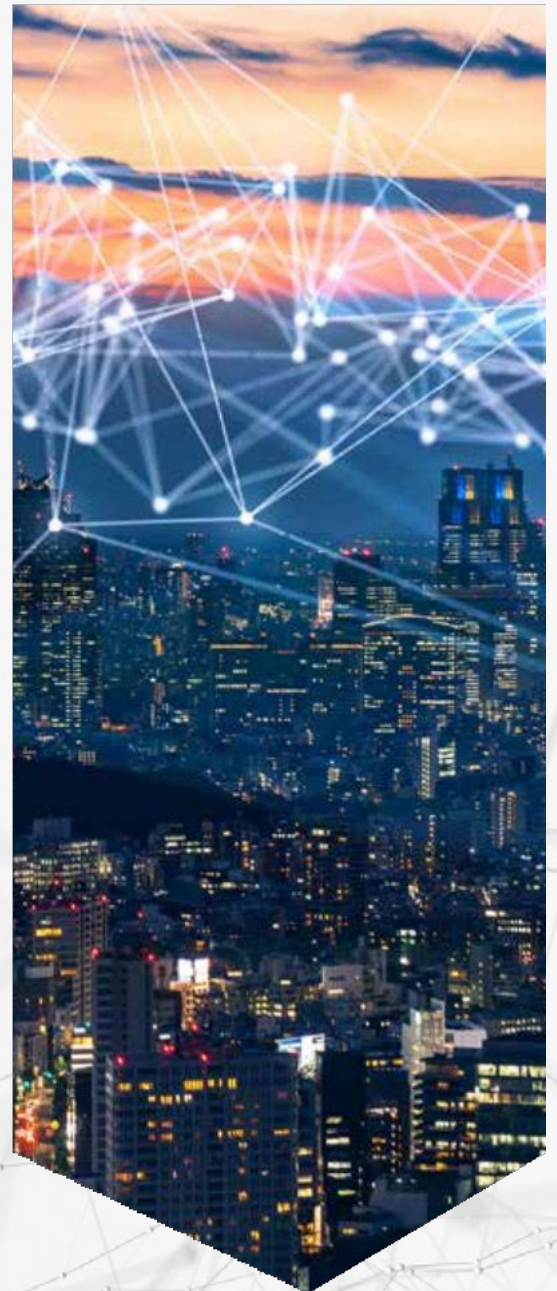
" ...we experienced higher mean time between failures (MTBF) and lower mean time to repair (MTTR)."

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.
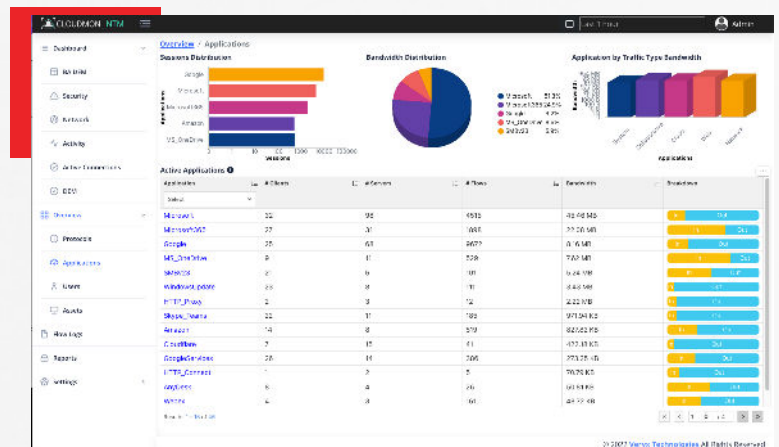

Top Users

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.
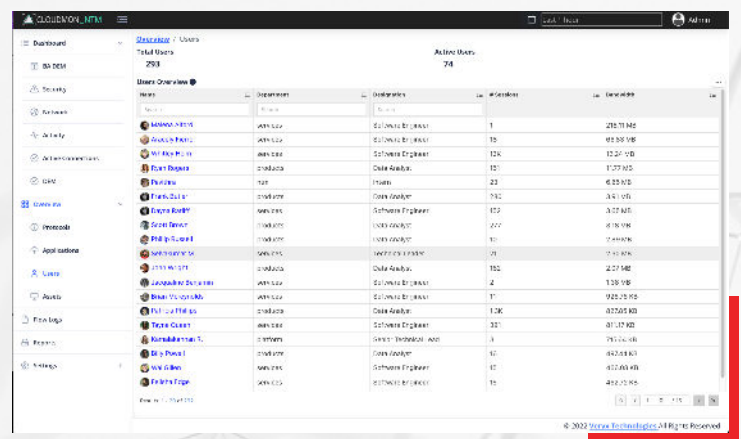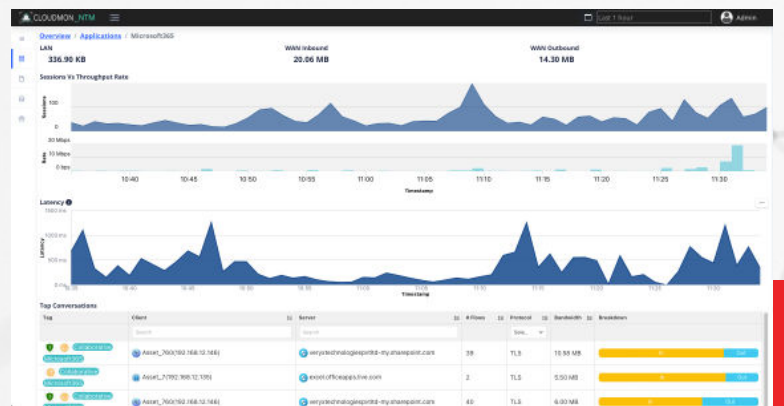
Top Conversations

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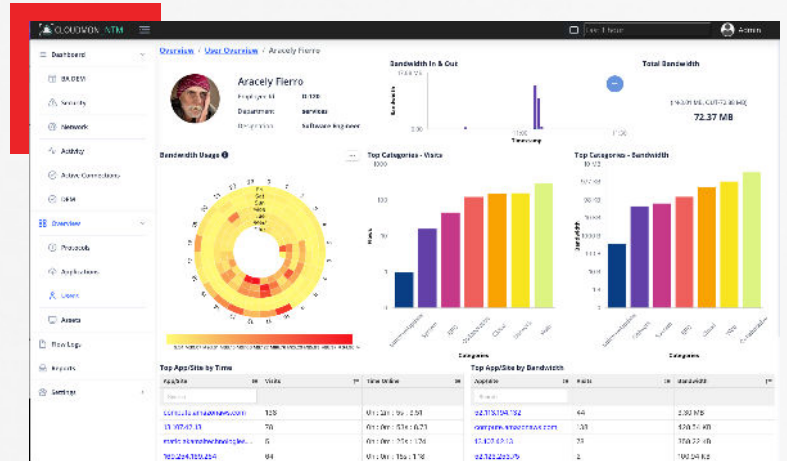
Bandwidth usage

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

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