



Banking & Financial Services

Case study

Branch Site Monitoring Using Cloudmon

The Challenge

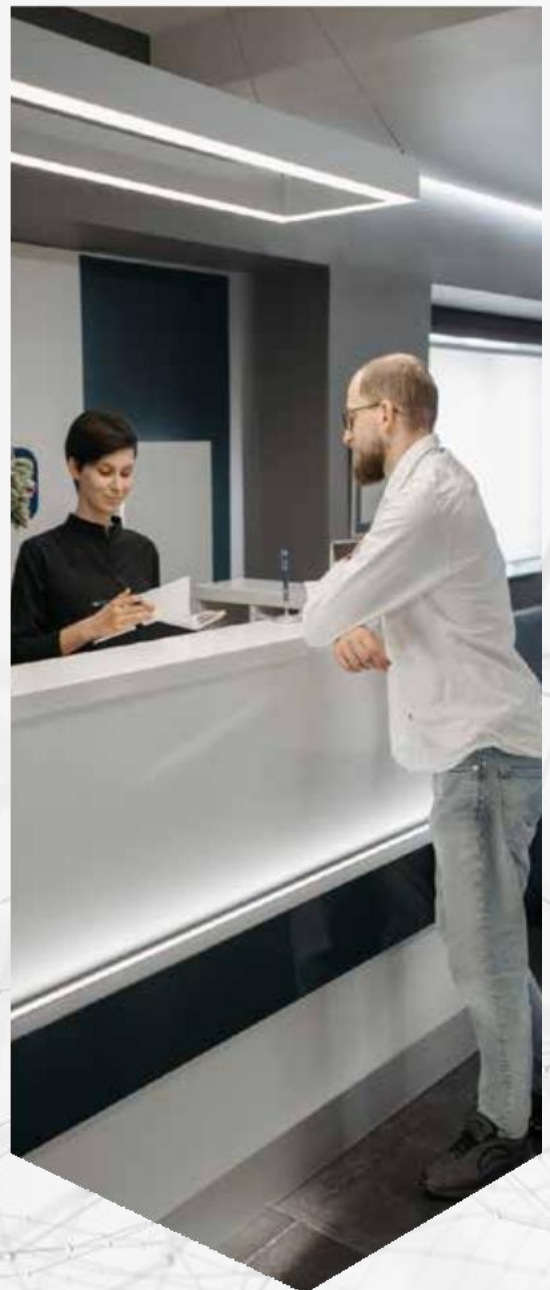
A financial services organization had made substantial investments in upgrading their IT infrastructure across all their branch locations. Their goal was to offer customers better experiences regardless of whether they visited their branch locations physically or accessed their applications online.

The company's branch locations now provided both self-help kiosks, as well as full-service counters. These branch sites were connected through upgraded wide area network (WAN) links to their primary data center location.

After an initial soft launch of these improved facilities was made in a set of branches, the IT team faced a new challenge – they were getting a lot of trouble-tickets from branch locations:

- Failures and erratic performance of their self-help kiosk applications occurred during peak-office times, leading to loss of customer confidence and increased queues at full-service counters
- The resident IT help desk engineers at the branch locations were unable to help much in resolving the issues.

“Failures ... occurred during peak-office times, leading to loss of customer confidence ..”





Cloudmon platform and its benefits

The IT team evaluated a number of tools to evaluate how they could help solve their problem. They chose Cloudmon, as it helped determine the root cause of the problems easily. Later, they deployed the product at all their branches.

“Deployment of Veryx Cloudmon was rapid and our team was comfortable using it in no time,” said the IT head at the company.

“We began seeing the benefits of Cloudmon digital experience monitoring (DEM) feature quickly, as our IT team at the datacenter had full visibility of application performance experience of users in the branch locations. It helped us to know the problems that are causing performance issues and be pro-active in resolving them. And in cases when users raised trouble-tickets, we could resolve them quickly. Thus, we experienced higher mean time between failures (MTBF) and mean time to repair (MTTR).”

“Cloudmon is a unified IT observability platform that gives excellent visibility of application performance experienced at individual branch sites or users, with drill-downs possible to know whether the problem is with the application, WAN link, router or WiFi.”

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

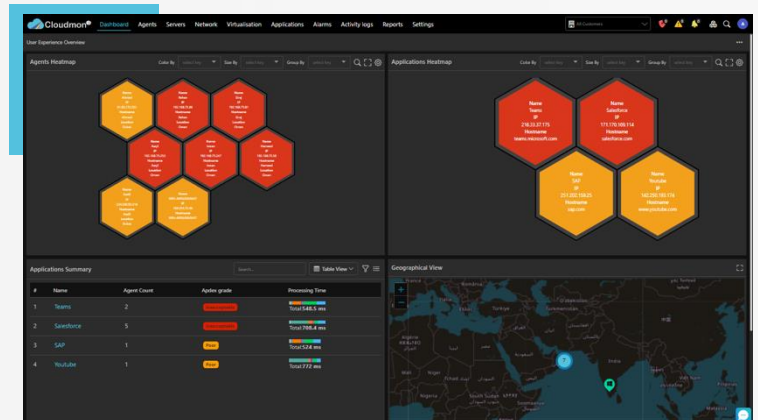




Quick Overview of Cloudmon

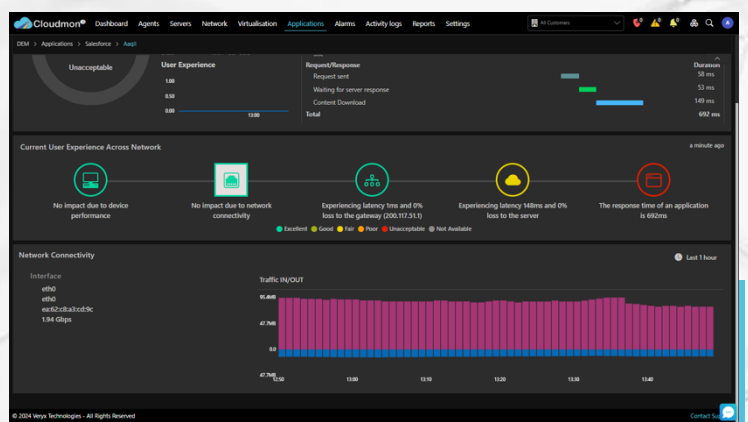
User-level Application Performance Monitoring

DEM monitors the performance of business applications being experienced at all the user devices across the organization, in real-time. Thus, IT teams can be proactive to know and remediate problems which users are facing, even before users raise trouble-tickets.



Site-level digital experience monitoring

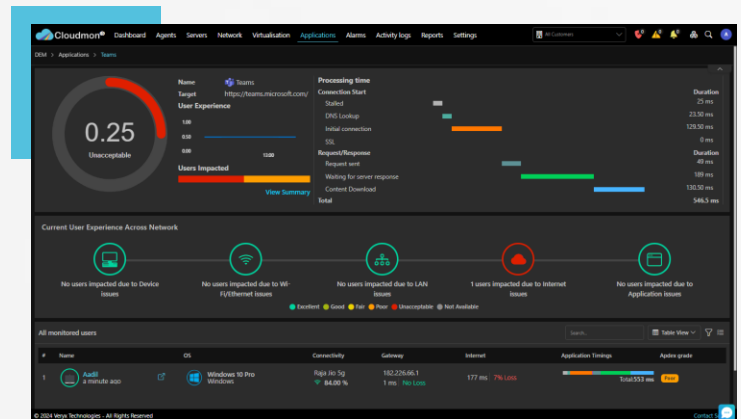
DEM monitors the performance of business applications being experienced at the organization's branch sites, in real-time. Thus, IT teams can be proactive to know and remediate problems which are faced at branch sites, depending on whether the problem is with the application, WAN link connecting to the branch, branch router or WiFi.





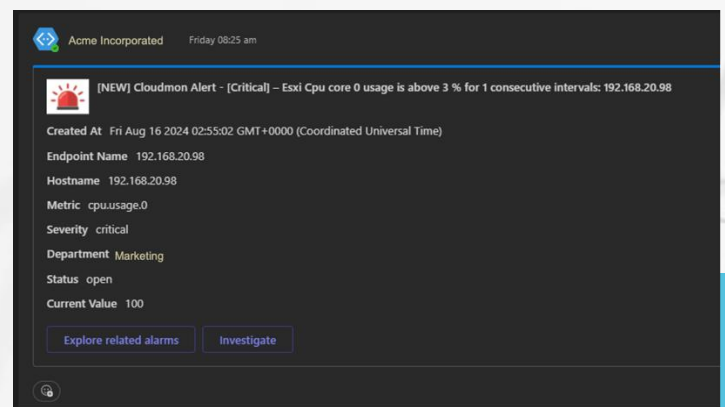
Application-based user digital experience monitoring

DEM provides drill-downs to know application-based performance metrics at the user-level without need for additional tools. It provides hop-by-hop visibility that aids in fast trouble-shooting – and know whether the problem is with the application, WAN, router, WiFi or the user device.



Integration with ITSM tools

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





Cloudmon Overview

Cloudmon provides a unified IT observability with proactive monitoring of applications, servers, networks and end-points 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 Monitoring

- Automate network discovery and view topology of the network.
- Track the health and performance of network devices.
- Monitor health and performance of LANs and WANs and obtain path-tracing with hop-by-hop metrics.

Network Traffic Flow 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.



Server and Virtualization Monitoring

- Observe the health and performance of servers and their operating systems and processes.
- Observe health and performance of Hyper-V, VMware (vCenter, ESXi, Cluster, Resource pool and Datastore).
- Observe the health and performance of virtual machines and dockers.

Syslog Monitoring

- Automatically capture system logs from your infrastructure.
- Analyze log data with flexible searching and filtering options.
- Set alarm rules and get notifications on critical log events and anomalies.

Desktop Monitoring

- Observe the health and performance of remote laptops and desktops and their operating system.
- Track the health and performance of processes running and the usage of system resources.
- Perform remote execution of runbooks on laptops and desktops.



About Cloudmon

Cloudmon is developed by Veryx Technologies, a trusted global provider of innovative networking and cloud solution for enterprises, network service providers, and network equipment vendors for over two decades. Veryx offers solutions for IT observability, network visibility, network testing, and device testing applications. Cloudmon is recognized as a notable vendor in 2023 Gartner's Market Guide for Infrastructure Monitoring Tools.



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