



Healthcare Services

Case study

User Application Experience Monitoring Using Cloudmon

The Challenge

A healthcare support services organization was offering its services for global healthcare majors in the areas such as patient access, transcriptions and billing. The company's stated goal was to offer their healthcare customers the benefits of their expertise in transforming their operations.

The company's customer facing teams were distributed globally in order to provide the necessary diversity and resiliency required for supporting large customers. Hence while many of these agents operated out of local regional offices, many others worked from their home locations.

The company's IT team faced a huge backlog of trouble-tickets

- Failures and erratic performance of applications faced by remote teams of specific branch locations led to loss of productivity and lowered customer satisfaction.
- Team managers found it difficult to manage and track WFH agents' productivity effectively.

"Failures ... of applications .. led to loss of productivity and lowered customer satisfaction"



Cloudmon platform and its benefits

When the IT team deployed Cloudmon, they were able to use its digital experience monitoring (DEM) feature to get a summary dashboard view of application performance scores at each location and user. Based on alerts received, they could proactively determine the root cause of the problems easily, often even before users raised trouble tickets.

“Deployment of DEM capability enabled us to get immediate near-real-time visibility of all branch locations and agents’ digital experience,” said the IT manager at the company.

“We began seeing the benefits of Cloudmon quickly, as our team was alerted whenever users experienced KPIs issues and thus be pro-active in resolving them. And in cases when users raised trouble-tickets, we could resolve them quickly because of extensive drill-down capabilities. Thus, we experienced higher mean time between failures (MTBF) and lower mean time to repair (MTTR).”

“Cloudmon is a unified IT observability platform that provides 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.”

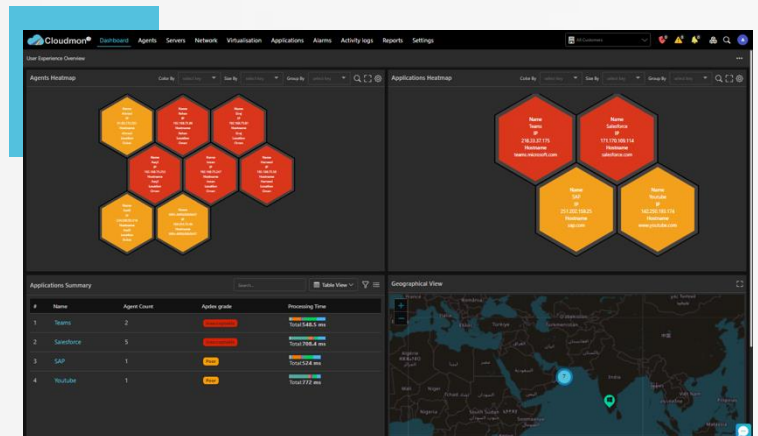
” ... we experienced higher mean time between failures (MTBF) and lower mean time to repair (MTTR).”



Quick Overview of Cloudmon

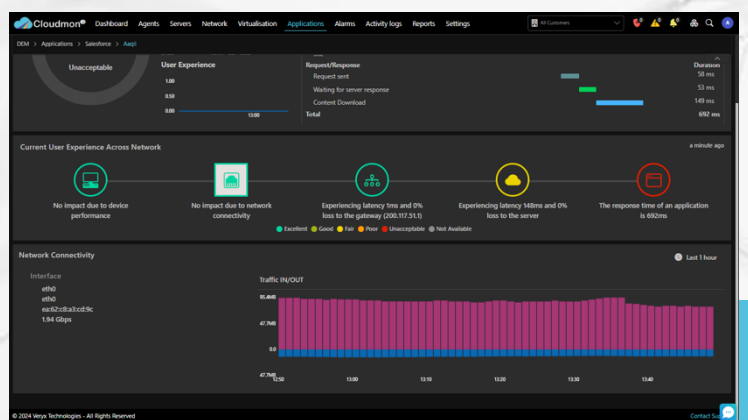
User-level Application Performance Monitoring

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.



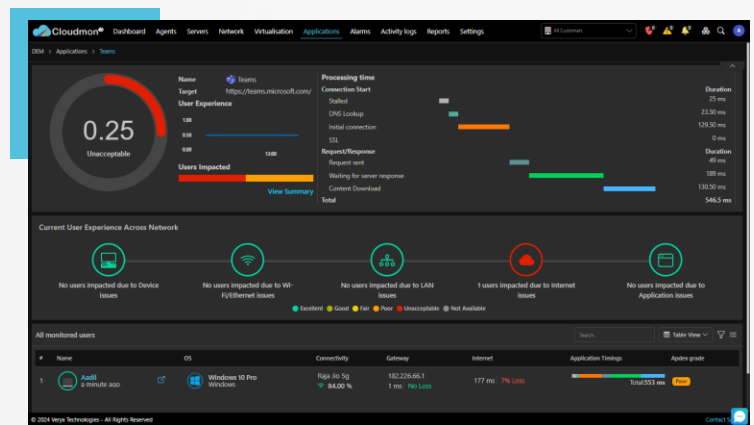
Site-level digital experience monitoring

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.



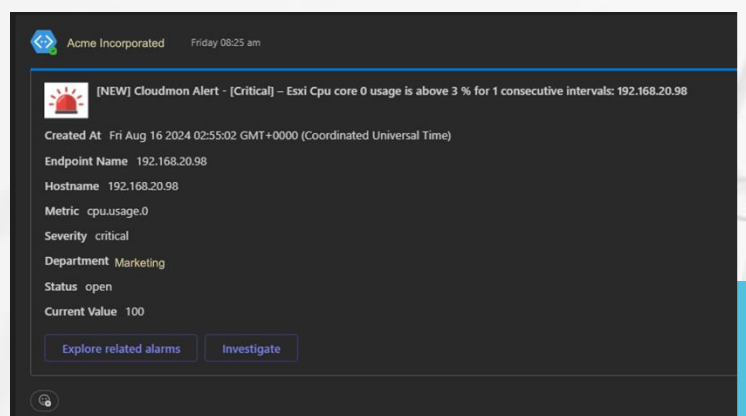
Application-based user digital experience monitoring

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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