



Retail

Case study

Observability Using Cloudmon

The Challenge

A retailer of consumer goods, faced challenges in reaping the benefits of its digital transformation efforts. They had invested in state-of-the-art facilities at their stores across the country and had begun offering their customers the option of online shopping.

Their IT infrastructure included cloud services, virtualized servers in private data center 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 billing application occurred during peak-sale season, leading to loss of customer confidence and lower sales
- Increasing number of trouble tickets were received from its 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-sales season..”



Cloudmon platform and its benefits

After the IT team began searching for a solution that would help it address the challenges, they short-listed a few monitoring tools and finally decided on Cloudmon.

“Deployment of Cloudmon was a straightforward process and it did not take our team any time to become comfortable with it,” 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 occurring in cloud instances, servers and networks. This helped IT to be aware of problems before users could complain and thus be pro-active in resolving them. Over a period of time, this resulted in higher mean time between failures (MTBF) and lower mean time to repair (MTTR).”

“Cloudmon is a unified IT observability platform with excellent root cause analysis (RCA), with drill-downs possible when one clicks on the specific alert, down to the level of resources, processes, usage trends etc.”



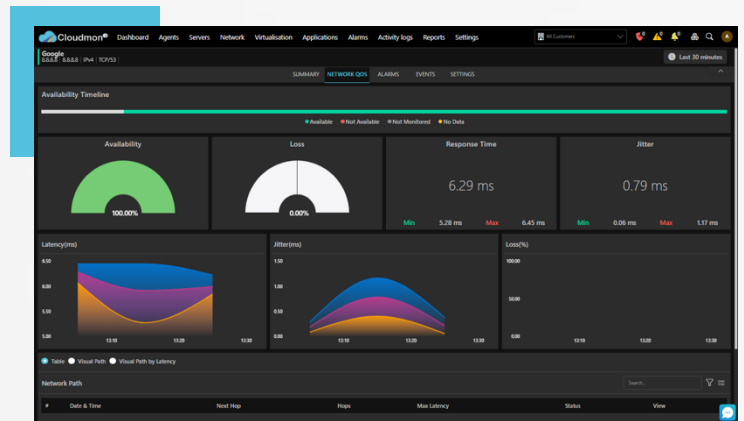
“ ...this resulted in higher mean time between failures (MTBF) and lower mean time to repair (MTTR).”



Quick Overview of Cloudmon

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.



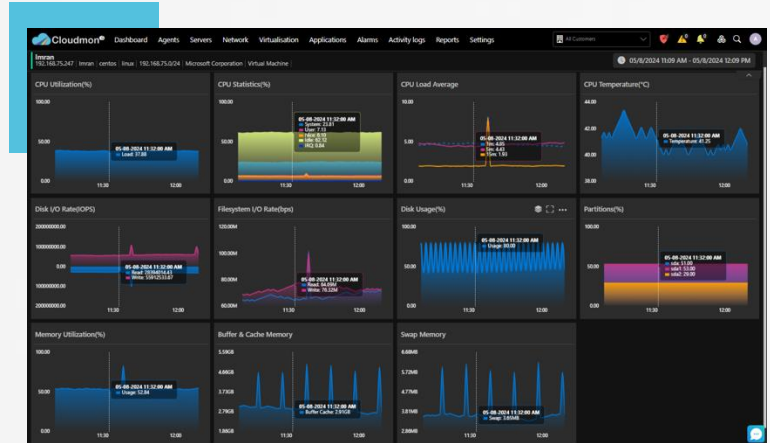
Network monitoring

Cloudmon monitors LANs and WAN connecting to application 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



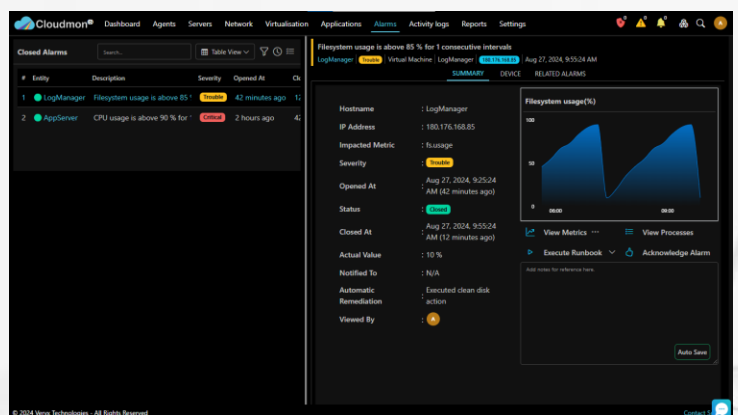
Server monitoring

Cloudmon monitors the health and performance of servers by tracking more than 100 metrics ranging from physical parameters (CPU, memory, disk etc.), hypervisor metrics, virtual machine (VM) metrics as well as parameters relating to public cloud (instances, IPs, Availability Zone etc.) and Docker containers.



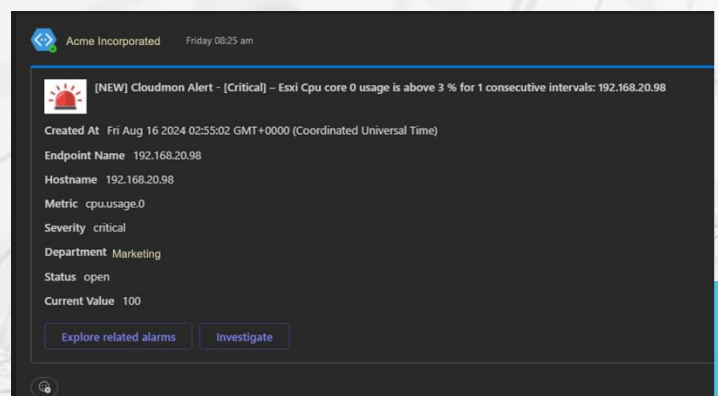
Auto-remediation

Cloudmon supports auto-remediation for well known problems, where the solution steps are supported through ready to run scripts. This helps in greatly reducing the effort of 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 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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