Software & Technology Services

Case study

# Observability Using Cloudmon

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.."
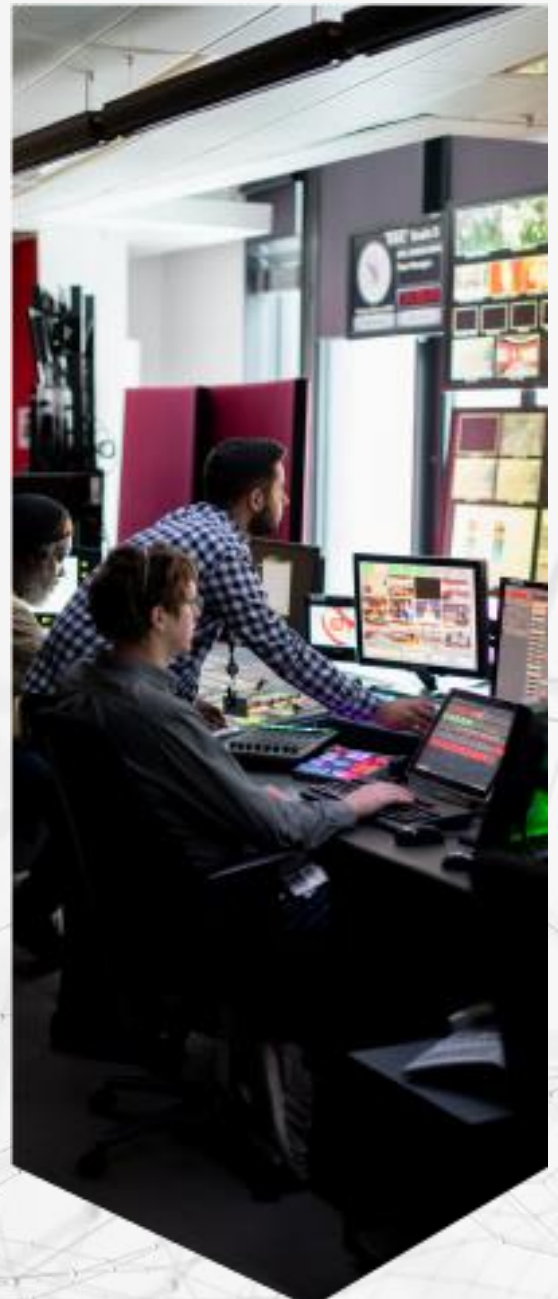
Cloudmon platform and its benefits

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

"Deployment of Veryx Cloudmon 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 is a unified IT observability platform that 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 for Network Monitoring

Performance

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
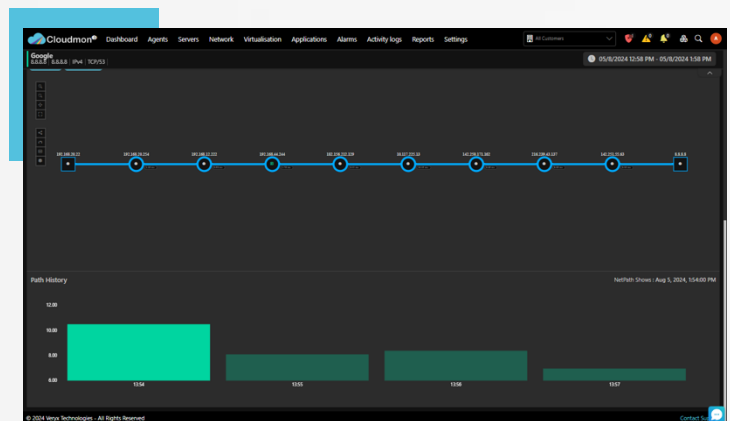

Top Users

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.
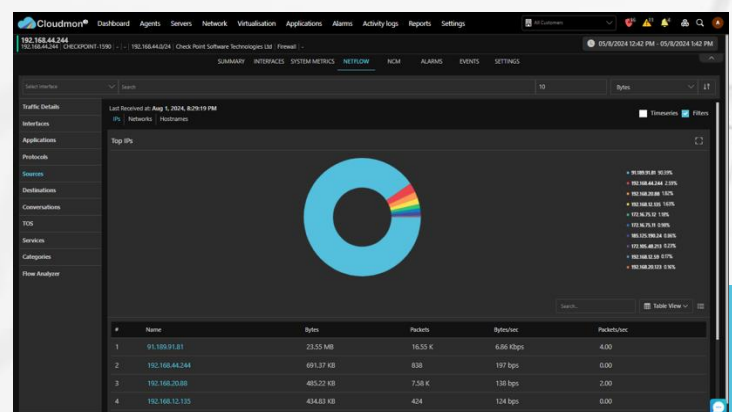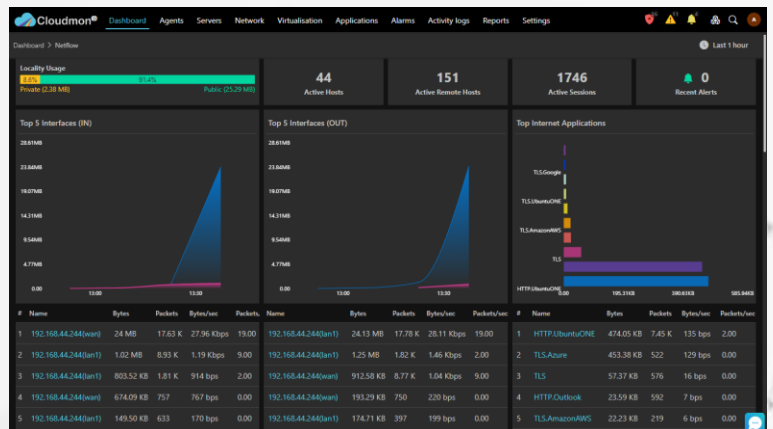
Top Conversations

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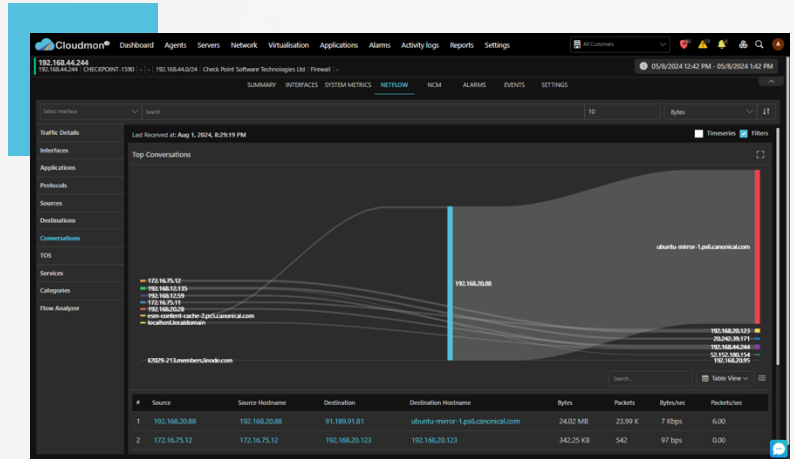

Bandwidth usage

Cloudmon provides deep insight into bandwidth usage across users, applications, conversations etc determined from different points in the network

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.
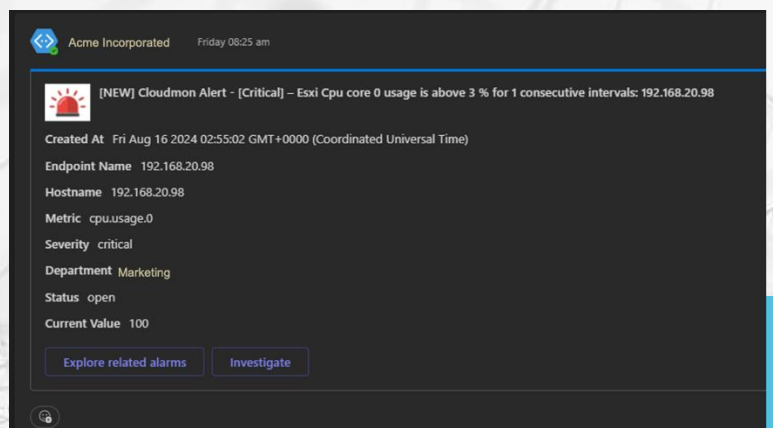
Cloudmon Overview

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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