Cloudmon

Accelerate Business Delivery

Unified Observability Solution Brief

Introduction

In today's fast-paced world, businesses strive to become more agile through digital transformation initiatives.

Information Technology (IT) plays a critical role in enabling these initiatives by providing the technological foundation, since it drives the implementation technologies that in turn drive digital transformation initiatives such as cloud computing, networks, automation, IoTs etc.

IT teams which facilitate adoption of these newer technologies, are embracing DevOps and AIOps to accelerate software innovation. However, they often are faced with an unexpected challenge - lack of visibility and siloed information across multiple development and production environments. This hampers innovation, impacts reliability and slows down operations.

Challenges faced by IT teams

Impact to business:

Unless SRE and DevOps teams have near real-time, end-to-end visibility of the entire IT environment, they cannot be sufficiently empowered to support business-critical applications and operations.

Lack of observability capabilities:

To identify issues in their environment, IT operations teams need a better understanding of how their users are getting impacted by lagging application performance. Traditional static monitoring approaches don't deliver this view and cannot keep pace with rapidly changing workloads.

Frequency of environmental changes:

The need for frequent patches being necessitated in third-party software and platforms, coupled with changes made by internal development and production teams in a distributed manner, make it very hard to identify which changes are responsible for service issues that occur.

Blind spots in visibility:

Without unified visibility across production and development pipelines, SRE and develop teams are left to second-guessing what caused degradation, before initiating actions towards service restoration and pipeline velocity.

Lack of speed for remediation:

Often IT teams despite knowing the solution fix for known problems are hard-pressed to remediate them using manual methods, leading to frustrating delays and human errors.

Expectation of potential solutions

Gartner has given the following recommendations for IT Operation teams:

- Broaden the horizon beyond anomaly detection and troubleshooting as the main focus areas for infrastructure monitoring tools especially because teams like SRE, DevOps and business leaders are interested in enhancements, efficiencies and better decision making, respectively.

- Invest in “good enough” infrastructure monitoring tools over costly best-of-breed — especially for resilient, fault tolerant architectures, but do not compromise on analytics for better root-cause analysis.

- Improve their troubleshooting capability by deploying infrastructure monitoring tools that can seamlessly monitor hybrid and multicloud IT architectures, with inbuilt automated remediation.

- Provide contextualized insights for business leaders by deploying infrastructure monitoring tools with dynamic service discovery and relationship mapping.

Source: Market Guide for Infrastructure Monitoring Tools
Published 22 March 2023.

Gartner observes that enterprises are prioritizing user engagement, which includes employees and customers. DEM is key for measuring end-user performance and provides at least one parameter toward user engagement.

Gartner has identified Veryx Cloudmon among representative vendors for Infrastructure Monitoring in its 2023 report

Cloudmon provides end-to-end visibility in a unified observability platform:

Enabling business:

Cloudmon provides end-to-end visibility of the entire IT environment, enabling SRE and DevOps teams to better manage business-critical applications and operations.

Real-time observability :

Cloudmon provides alerts for thresholds crossings along with rich context, helping IT operations teams to gain a better understanding of root cause of issues and remediate them before users even notice.

Full visibility:

Cloudmon provides unified end-to-end visibility of IT infrastructure, network traffic and digital experience, enabling SRE and develop teams to efficiently initiate remediation of services.

Automated remediation:

Cloudmon provides the ability to automate remediation of known issues, minimizing human errors and drastically improving speed of resolution of trouble-tickets.

Impact of environmental changes:

Cloudmon provides full retention of monitored data with timing information for the duration required, enabling correlation of issues faced with patch management actions.

Cloudmon DEM benefits

Get in-depth visibility – from the end user, all the way to the application

Improve employee productivity and satisfaction with improved infrastructure performance

Reduce MTTR by 40% with in-depth insights and proactively resolve issues before users even notice

Monitor performance of end user devices, Wi-Fi, LAN, WAN health & Network path per business application

Monitor application response times experienced at branch sites

Proactively resolve application performance issues faced by remote, distributed teams and at branch-sites with digital experience monitoring (DEM)

We are in a new era where organizations have to provide employees access to workplace resources and data - anywhere. For many organizations, this has made it hard for their IT teams to get visibility into their complex infrastructure, because of the many blind spots that make it harder to troubleshoot.

With Cloudmon DEM, enterprise businesses get 100% visibility of their end user environment, from the user device, network all the way to the application service delivery – whether on-premises or cloud, enabling better control and realization of the power of digital innovation. It also helps in ensuring that branch sites are experiencing satisfactory application performance.

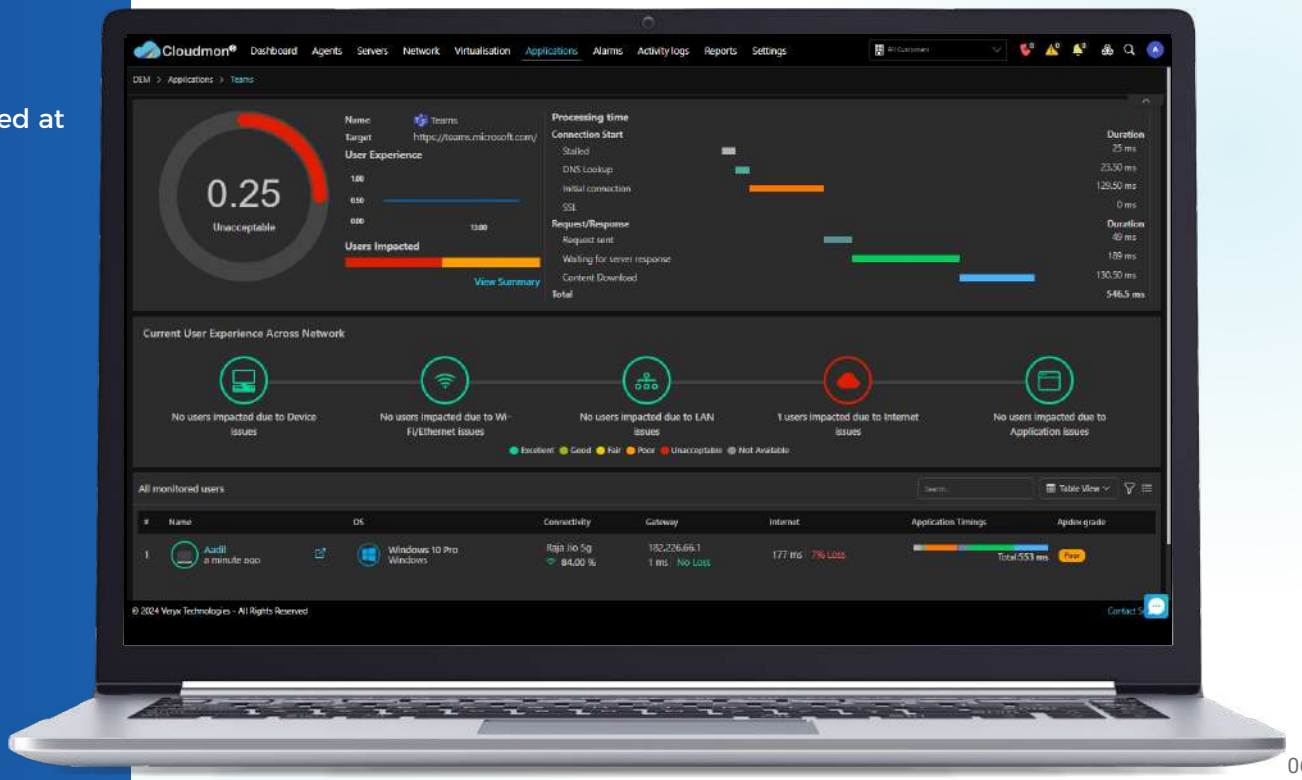

Figure 1. Cloudmon DEM dashboard provides visibility of business application experience at end user devices or branch sites, through the network all the way to the application servers.

Cloudmon NTM benefits

Track network performance and know where degradation is occurring

Reduce MTTR and downtime for business-critical networks

Perform pro-active capacity planning with network usage and performance trend reports

Track historical trending of network congestion events and correlate with reported issues

Have visibility of traffic flowing across organization's networks to resolve performance issues quickly with network traffic monitoring (NTM)

Business performance in today's digital businesses are dependent on network and application performance across data center, SaaS and cloud environments. Traditional network visibility approaches often have a fragmented, incomplete view of performance. IT operations and SRE teams need an end-to-end correlated view of network performance to be able to quickly diagnose root causes before the business is impacted.

With Cloudmon NTM, IT teams get full visibility and analytics of all traffic flowing in networks across their infrastructure – whether on-premises or cloud.

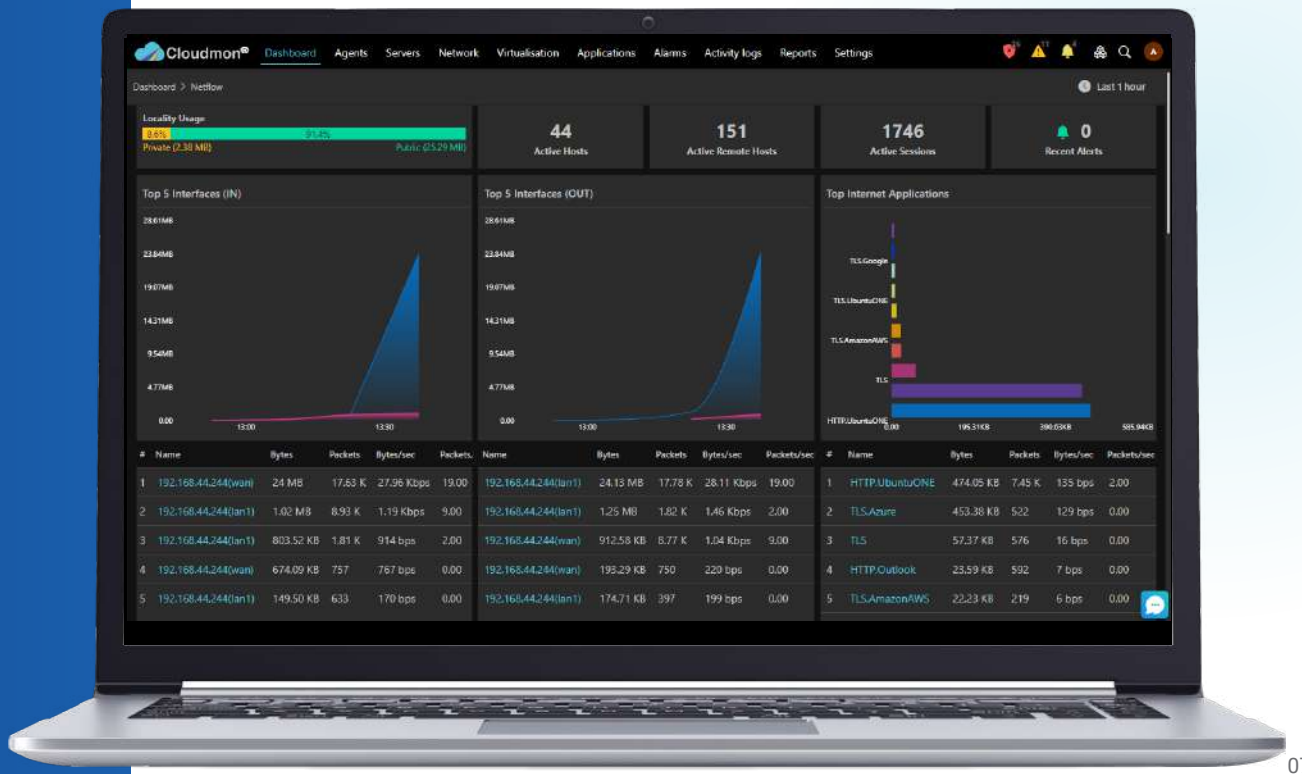

Figure 2. Cloudmon NTM uses NetFlow and IPFIX to monitor and report traffic trends.

Cloudmon ITIM benefits

Unified view of all infrastructure entities (servers, VMs, networks, hosts, WAN endpoints, IoTs etc.) in a single pane of glass

Reduce MTTR and downtime with rich context and historical data

Improved operator productivity and fatigue reduction through intelligent alerts

Network topology discovery and monitoring

Automated remediation of known issues

Get a unified view of IT infrastructure spanning on-premise, hybrid and cloud environments with IT infrastructure monitoring (ITIM)

With increased usage of private and public cloud, IT teams are often challenged in using separate tools for monitoring each of these environments. Often even tools provided natively by cloud, OS, hypervisor and hardware vendors do not provide the depth level of monitoring capabilities.

With Cloudmon ITIM, SRE and DevOps teams get the live status of all IT infrastructure entities and therefore can better manage manage business-critical applications and operations.

Figure 3. Cloudmon ITIM intelligent alerts provide easy drill-downs with rich alert context

Cloudmon platform features:

- Cloudmon monitors using agent-based and agent-less (SNMP, WMI) operation. Windows, Linux and Mac agents are supported.
- Cloudmon probes support synthetic and flow-based monitoring
- Cloudmon controller can be hosted either on-premises and customer's cloud environment
- Web-hook API for third-party ITSM integrations

Gain from a host of platform features that give Cloudmon the edge in managing business critical IT.

Cloudmon provides SRE, DevOps and ITOps teams the critical edge in being able to gain unified observability of their IT environments, with the right information they need, to pro-actively and rapidly remediate any issues that are reported by the platform.

Workflow Integrations

Alerting

Email · Teams · Slack · SMS

Ticketing

Zoho Desk

Mobile Applications

Android APP

Partnerships

Microsoft Azure · aws · Google Cloud · redhat · vmware

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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. Veryx was founded in 2002 and offers solutions for IT observability, network visibility, network testing, and device testing applications.

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