

CLOUDMON-DEM Case Study: Educational Institutions

Ensuring Digital Experiences For Student Applications



A high school wanted to ensure that its students and faculty were able to work seamlessly using their computers whether from home or from campus.

Challenges:

- IT was unaware that many of the students faced poor application response times until trouble tickets were raised
- Students accessing the school's servers using less reliable internet services faced frustrating delays in resolving connectivity issues
- Frequent finger-pointing occurred between application and IT teams

Cloudmon DEM helped provide 100% visibility of application response times on user level as well segment-based network performance for each user, leading to proactive maintenance and superior student and faculty experiences.

Outcomes:

- Improved student satisfaction with higher application availability (>98%)
- Quick troubleshooting resulting in reduced time to repair by 50%

