

CLOUDMON-DEM Case Study: Software Enterprise

Ensuring Digital Experiences For Applications



A software company wanted to ensure that its employees were able to work seamlessly using their computers whether from home or from office

Challenges:

- IT was unaware that many of the employees faced poor application response times until trouble tickets were raised
- Employees accessing the company's network 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 employee experiences.

Outcomes:

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

“CLOUDMON-DEM provides a real-time view to easily analyze application performance problems and ensure better employee satisfaction.”

– Networking Admin