

CLOUDMON-ITIM Case Study– Financial Services

Monitor Application Servers and Remote Branches



A mid-sized bank had invested heavily in digital transformation initiatives, as they faced increased competition with nimbler players. However, the impact of these investments was short-lived.

Challenges:

- Performance of some customer banking applications were getting impacted intermittently and IT team was unable to determine the cause of the problem
- Networking team spent more time in supporting and troubleshooting issues faced by branch locations.

Cloudmon ITIM enabled real-time monitoring of application health and the servers on which they were running. Also, it helped monitor remote branch connectivity, helping IT team to proactively remediate failures quickly.

Outcomes:

- Proactive detection and remediation of incidents relating to business-critical servers and VMs
- Full visibility into health and performance remote branch devices and networks
- 30% reduced effort and time to repair