CLOUDMON-NTM Case Study: Software Enterprise
Improved Digital Experience for Remote Employees

A software enterprise wanted to improve employee productivity and user experience by ensuring the better connectivity and security for its remote work-from-home (WFH) employees.

Challenges:
- Un-predictable responses time when connecting over secure VPN links leading to increased work pressures
- Un-predictable quality of experience during group video-conferencing meetings
- Frequent finger-pointing between teams

Cloudmon NTM helped provide quick technical support, leading to improved confidence for WFH employees to meet their deadlines and commitments.

Outcomes:
- Improved employee satisfaction with higher availability and reduced time to repair by 50%
- Proactive monitoring for connectivity and quality of experience across sites for remote employees

"CLOUDMON-NTM provided us a far quicker means to analyze failures and ensure better employee satisfaction."
— Networking Admin