



CLoudMON-NTM Case Study: Education

Improved Student and Faculty Experience

An educational institution wanted to improve its student and faculty digital experiences, since its courses were being increasingly offered via the internet using virtual classrooms.

Challenges:

- High level of helpdesk and remote support relating to poor quality of experience for virtual classes
- Un-predictable response times from critical SaaS application

Cloudmon NTM helped quickly provide resolve poor quality of experience for remote users (student, staff, professors etc.) as well as un-earth connectivity issues with critical SaaS application.

Outcomes:

- Improved student satisfaction with faster support and reduced time to repair by over 50%
- Proactive monitoring for availability and QoS of connectivity to SaaS server.

“CLOUDMON-NTM provides us a consistent view of network performance across our campuses resulting in better student and faculty experiences.”
- Campus Network Administrator