



# Monitor Pro

## Improving the Supply Chain Visibility

Industry: Technology

Location: United States

A Google Cloud Platform Case Study



## About the Client

MonitorPro is a leading organization that provides browser-based applications that help locate data easily, compile reports, graphs, and maps.

Data entry services are provided with no installation or training required. MonitorPro presents and interacts with data stored in databases.

## Use Case

With increasing demand and aggressive growth of data, MonitorPro needed an efficient method to improve its supply chain visibility

## Challenge

The challenge for MonitorPro was to have a secure and scalable platform to improve their supply chain visibility

## Solution

Royal Cyber improved visibility by using Google Cloud Engine Kubernetes Engine, Compute Engine, Cloud BigQuery, Firebase toolkit, Firebase AI/ML kits. The overall solution required integration between Firebase hosting for Front End apps to be directly subscribed over Firestore database. Firestore serves as the document database & Cloud functions ensure we have low latency as it executes on every trigger.

MonitorPro now uses GKE & Compute Engine to run a few micro-services. BigTable & BigQuery are used as a massive parallel processing columnar store & data warehouse respectively for further data analysis.

This approach helped MonitorPro reduce costs substantially and increased overall performance & reliability to utilize the full potential of Google Cloud Platform services.



## Business Challenges

- Capability to drill down and get visibility to the incident level
- Create a robust infrastructure platform to provide MonitorPro's end to end supply chain services efficiently to customers
- Need for agility and greater flexibility in an increasingly competitive market

## Our Approach

- Provided Google Cloud Platform's products and services to help identify, prioritize, and respond to supply chain challenges faster
- Aimed to resolve costly problems before they even occurred providing agility and greater flexibility in an increasingly competitive market
- The AI-powered tools helped to monitor and track transactions that depict both success and failure scenarios providing accurate data for each of the scenarios
- Provided AI and Machine Learning to identify volume, velocity and patterns for the transactions and send real-time alerts to ensure awareness of changes in the supply chain networks
- Google Cloud Platform provided security architecture for protecting both externally and internally exposed applications
- Security was also provided using well-defined network zones for the purpose of segmenting different types of systems and traffic
- Royal Cyber helped in providing real-time visibility and intelligent monitoring of business activity through Google Cloud Platform's dashboards, reports and alerts

# Key Takeaways



**Automate  
Workflows**



**Adopt RPA for  
Manual Tasks**



**Data-Driven, Self  
Service Culture**



**Easy Content  
Integration**



**AI-led User  
Experiences**



**Improve Customer  
Experiences**

## Results

- Ensured a robust infrastructure platform to provide each service offered by MonitorPro is available for customers
- Delivered end to end supply chain visibility for the customers
- Enabled the company to focus on new features and product development, instead of production problems
- Grew business by leveraging a reliable, scalable platform to deliver greater value
- Resulted in cost-effective and scalable by region, resulting in lower latency and high throughput

## Simplifying IT for Customers and Partners

Headquartered in Naperville, IL, Royal Cyber is a leading software organization that provides services ranging from application development to training and consultancy. We commenced operations in 2002 as a specialized technology provider striding in as a software deployment service provider, assisting clients to meet the standards and demands of doing business in a rapidly changing marketplace.