

Citrix XenDesktop Performance Assurance with eG Enterprise



Key Benefits

- ✓ **Achieve desktop virtualization success** by delivering an excellent experience to virtual desktop users
- ✓ **Pinpoint performance issues** with end-to-end visibility – across every tier and every layer of your Citrix XenDesktop service
- ✓ **Speed up troubleshooting** with automated root cause diagnosis and performance visualization
- ✓ **Assure virtual desktop user satisfaction** by preemptively detecting and resolving performance issues
- ✓ **Ensure maximum ROI by right-sizing** the XenDesktop infrastructure using powerful reporting and analytics

Citrix XenDesktop represents the state of the art in desktop virtualization, enabling any business to mobilize desktops and deliver them as a cloud service to any device. Enterprises and service providers need to augment their virtual desktop platform with management solutions and processes that enable them to deliver on the promise of desktop virtualization.

Virtual Desktop Performance Monitoring Challenge

Although desktop virtualization offers a simple usage model from an operations perspective, the underlying infrastructure and interactions between components are quite complex.

Every tier of the virtual desktop infrastructure must function well to ensure a great experience for users. This includes Citrix StoreFront, Delivery Controllers, virtualization platforms, etc., and supporting tiers such as Active Directory, file servers, Citrix Provisioning Servers, and storage. Performance abnormalities in one tier can impact dependent components, making root cause identification extremely challenging.

eG Enterprise: Managing XenDesktop as a Service

eG Enterprise provides a total management solution that addresses performance monitoring, diagnosis and reporting needs of organizations deploying virtual desktops. While tools like Citrix Director only provide visibility into the XenDesktop logons and sessions, eG Enterprise delivers 360° service visibility into every tier and every layer of the XenDesktop infrastructure – from user terminal to virtual desktop; from network to storage.



- eG Enterprise is the only performance management platform that correlates infrastructure performance, usage and end-user experience with virtual desktop delivery – across on-premises and Citrix Cloud environments
- Automated root cause diagnosis isolates the source of performance issues in seconds while providing actionable insight to administrators for troubleshooting, performance tuning and infrastructure optimization

eG Enterprise provides a robust, reliable and valuable solution to deliver maximum uptime and user satisfaction. Pre-emptive alerting helps us address performance issues before they affect system and application availability.

Mike Montano
Senior Manager, Allscripts

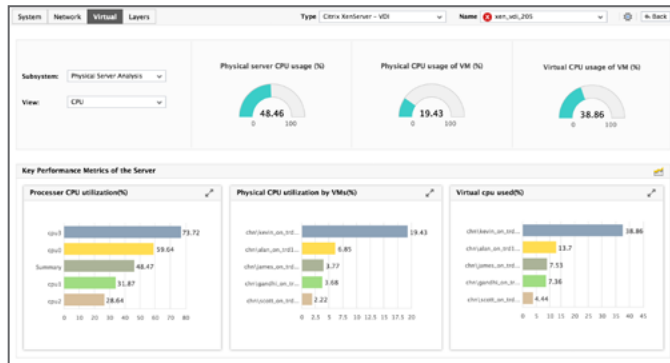


eG Enterprise provides actionable performance insights, automated root cause diagnosis and analytics

Key Capabilities for Citrix XenDesktop Monitoring

Proactive Problem Diagnosis

- Auto-baseline every layer and every tier of the XenDesktop infrastructure and be proactively alerted to abnormal resource usage and performance
- Get in-depth visibility into every virtual desktop session, and track user experience, applications accessed, and resource consumed
- Use the built-in logon simulator to proactively monitor simulated logon performance and catch problems before real users are affected

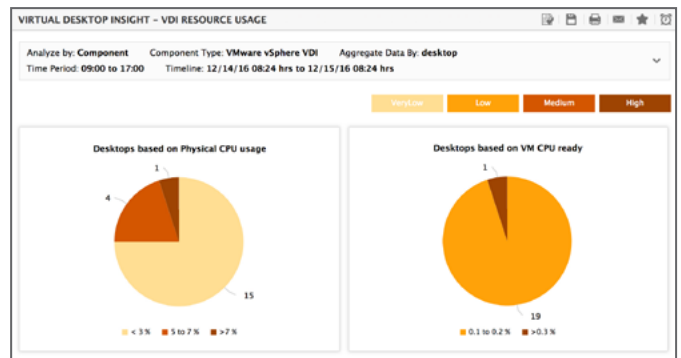


Intelligent Reports & Actionable Insight

- Leverage out-of-the-box reports for detailed historical analysis of performance trends, resource capacity analysis, auditing, and management-level reporting
- Analyze empirical performance data to right-size and optimize the Citrix XenDesktop infrastructure
- Deep diagnosis and drill-down views allow administrators to make informed decisions for troubleshooting and performance optimization

Deep Virtualization Monitoring

- Use eG Enterprise’s patented “Inside-Outside” monitoring to uncover critical issues in your virtualization platform (VMware, Hyper-V, XenServer, Nutanix, etc.)
- “Outside view” helps identify resource contention issues at the host/hypervisor layer
- “Inside view” provides visibility into every virtual desktop to pinpoint which users, which desktop sessions are consuming resources, and why



Get the Full Benefit of Citrix Virtual Desktops

eG Enterprise makes it easy to deliver superior end-user experience, simplify management, and reduce TCO of Citrix virtual desktop implementations. Accelerate VDI rollout and right-size your environment while boosting performance and user satisfaction.



Purpose-built Solution for Virtual Desktop Infrastructures

- Monitor all aspects of virtual desktop user experience: logon, application launch, screen refresh latency, etc.
- Triage faster with the ability to search desktop sessions by user name and quickly drill down to analyze session performance
- Intelligent analytics provide farm-wide composite metrics and aggregated alerts, thus simplifying executive-level reporting

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world’s largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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