PERFORMANCE ASSURANCE FOR
CITRIX VIRTUAL DESKTOPS

Enabling Desktop Virtualization Excellence

Citrix XenDesktop represents the state-of-the-art in application and desktop virtualization, enabling any business to mobilize Windows applications and desktops and deliver them as a cloud service to any device. For desktop virtualization success, enterprises and service providers need to augment the best virtual desktop platform with management solutions and processes that enable them to deliver on the promise of desktop virtualization. eG Enterprise for Citrix XenDesktop provides a total management solution that addresses the performance monitoring, diagnosis and reporting needs of enterprises deploying virtual desktops and applications. eG Enterprise makes it easy for businesses to deliver superior end-user experience, simplify management and reduce total cost of ownership of Citrix XenDesktop virtual desktop environments.

While desktop virtualization offers a simple usage model, from an operations perspective, the underlying infrastructure and interactions between components of the infrastructure are complex. Every tier of the infrastructure has to function well to ensure a great experience for users. This includes the Citrix StoreFront servers, Desktop Delivery Controllers, XenDesktop Apps servers, virtualization platforms – XenServer, Hyper-V, etc., and supporting tiers such as Active Directory, File servers, Citrix Provisioning Servers, and storage. Performance abnormalities in one tier can impact other dependent tiers, making root-cause identification a challenge. Customer expectations too are a challenge – users expect their virtual desktops and applications to perform as well as their physical desktops and applications did. This is where eG Enterprise for Citrix XenDesktop comes in.

eG Enterprise – Managing XenDesktop as a Service

eG Enterprise unlocks the benefits of desktop virtualization by enabling enterprise to monitor, diagnose and report on their Citrix XenDesktop infrastructure end-to-end. It delivers 360-degree service visibility to every tier and every layer of your XenDesktop infrastructure - from desktops to applications, and from the network to storage. Intuitive, rich, service-oriented topology views of the infrastructure with simple color cues lead virtual desktop service managers to exactly where the problems lie in the underlying infrastructure.

eG Enterprise for Citrix XenDesktop is the only performance management platform that provides auto-correlated diagnosis for XenDesktop environments. This unique approach delivers deep, actionable insights into user experience and enables administrators to pre-emptively detect, diagnose, and fix bottlenecks - before end users are affected. Even helpdesk personnel can effectively use the solution for troubleshooting, thereby freeing up expert personnel from routine troubleshooting tasks.
Key eG Enterprise Capabilities for Citrix XenDesktop

- **Complete performance visibility to the Citrix stack**, enabling Citrix administrators to monitor the different Citrix tiers from a single pane of glass. This includes in-depth performance monitoring for Citrix StoreFront, Citrix Provisioning Server, Citrix Desktop Delivery Controller, Citrix Netscaler, Citrix XenServer and Citrix CloudBridge/Branch Repeater.

- **360-degree visibility of your XenDesktop service infrastructure** including in-depth insights into the performance of non-Citrix tiers that can impact the user experience. This includes the network, virtualization platform, storage, infrastructure services such as Active Directory and even backend enterprise applications accessed via XenDesktop.

- **Easy to analyze Citrix XenDesktop service topology views** that allow helpdesk staff to quickly identify which tier of the infrastructure could be affecting the user experience. (e.g. Is it the network, database, application, virtualization platform and/or storage?)

- **Deep diagnosis and drill down views inside the virtual desktops** that allow desktop administrators to identify the exact cause of a performance slowdown and to initiate remedial action. Pinpoint which user, which application is causing a performance slowdown.

- **Automated, virtualization-aware problem diagnosis** that allow virtual desktop service managers to accelerate the discovery, diagnosis, and resolution of bottlenecks that impact user experience; Get actionable insights into the true cause of cross domain performance issues so you can fix problems instead of just investigating them.

- **Powerful historical and trend reporting and forecasting** that enables Citrix architects to identify how to right-size and optimize the Citrix infrastructure to get more out of their investments in XenDesktop technology and ensure maximum ROI. Identify top users, top applications, top servers and usage trends that facilitate capacity planning and optimization.

Anyone looking to monitor the performance of their Citrix farm needs to take a serious look at eG Innovations. They have a great product and unbelievable support.

JACOB ACKERMAN  
Director of Information Technology  
Horizon Business

About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of service performance issues in virtual, cloud, and physical service infrastructures. Managing some of the largest Citrix deployments in the world, only eG Innovations offers 360-degree service visibility with virtualization-aware performance correlation across every layer and every tier - from desktops to applications, and from network to storage. This unique approach delivers deep, actionable insights into the true causes of cross-domain service performance issues and enables administrators to pre-emptively detect, diagnose, and fix root-cause issues - before end users notice.

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