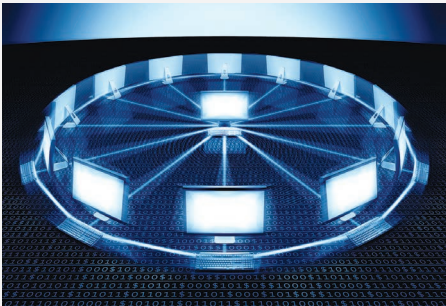


Performance Assurance for VMware Horizon Environments



Key Benefits

- ✓ **Achieve desktop and application virtualization success** by delivering excellent experience to end-users
- ✓ **Pinpoint performance abnormalities** using in-depth performance visibility across every tier, and every layer of VMware Horizon service
- ✓ **Accelerate troubleshooting** using auto-correlation of performance events and root cause visualization
- ✓ **Assure virtual desktop user satisfaction** by preemptively detecting and resolving performance issues before users are affected
- ✓ **Ensure maximum ROI by right-sizing** your VMware Horizon infrastructure using powerful reporting & analytics

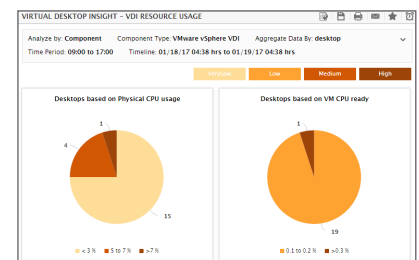
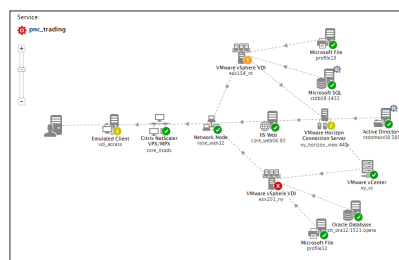
VMware Horizon delivers state-of-the-art virtual client computing capabilities, allowing organizations to provide end-users with easy remote access to virtualized desktops and applications. For virtual desktop implementation success, the user experience must be on par with that of physical workstations. Performance problems such as slow logons, session disconnects, slow application launches, crashes, and poor responsiveness will have a direct impact on end-user productivity and, ultimately, affect the business.

VMware Horizon Monitoring Challenges

Although VMware Horizon has a simple usage model, the heterogeneous, multi-tiered and interdependent nature of the underlying infrastructure makes monitoring and management a challenge. All the different tiers of the VMware Horizon infrastructure, including the Horizon Connection Server, Active Directory, VMware vCenter, RDS hosts, vSphere hypervisor, etc. must work well to ensure seamless virtual desktop and application delivery. Without holistic performance visibility across all tiers, it is extremely tedious and time-consuming for VDI administrators to monitor and troubleshoot performance issues.

Monitor Virtual Desktops & Applications as a Service

eG Enterprise is a total performance management solution that enables VDI administrators to monitor the health, availability and performance of the VMware Horizon environment from end to end. All components of the Horizon infrastructure are monitored, and in-depth performance metrics and actionable insights are delivered to help resolve issues faster and improve virtual desktop performance for end-users.



VMware Horizon service topology & historical reports in eG Enterprise

Key Features:

- Auto-discover the virtual desktop infrastructure, and view service-level topology in intuitive maps
- Monitor synthetic and real user experience for VMware Horizon sessions
- Discover the protocol in use (PCoIP, Blast Extreme etc.) and report key user experience metrics
- View resource utilization metrics (such as CPU, memory, GPU, bandwidth, etc.) for every user session
- Monitor every tier of the VMware Horizon infrastructure from intuitive dashboards with detailed diagnostics and historical data analytics
- Receive automatic, cross-tier correlated alerts and identify the root cause of performance issues in seconds

“eG Enterprise provides the best value for the money coupling visibility and excellent reporting. Using its automatic root cause analysis, we avoided throwing money at the problem, and realized \$20,000 in savings immediately.”

Roberto Trombino
Partner Solutions

Key Capabilities of eG Enterprise for Monitoring VMware Horizon

Monitor User Experience & VDI Session Performance

eG Enterprise provides comprehensive performance metrics to monitor user experience, application and desktop access, and resource utilization during a VDI session.

- Gain detailed visibility into real user logon performance and identify the cause of logon slowdown: user profile, Group Policy, script loading, etc.
- Measure application and desktop launch time, and identify the affected users
- Track CPU, memory, IOPS, bandwidth, traffic, client network latency and frame rate for every user session
- Capture details of application crashes, and service errors

SESSION ID	USER NAME	LAUNCH TIME(SECOND)	MACHINE ID
Sep 26, 2016 17:32:44			
9c09_***_d363	citrix\ctxuser	0.851	3b723917-9245-4d74-b0a5-5fe67757b8b8

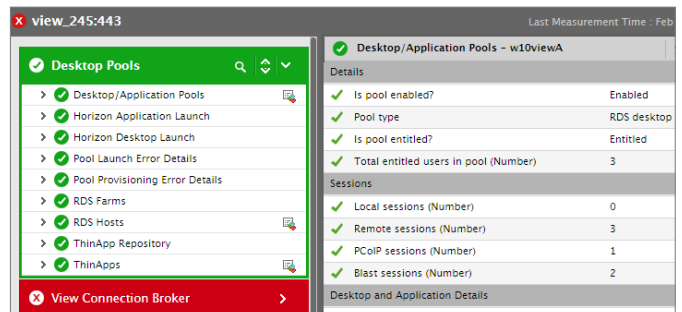
Identifying user experience impact due to slow desktop launch

Comprehensive Connection Server Monitoring

The Connection Server is at the heart of the VMware Horizon infrastructure and ensuring its performance is paramount. eG Enterprise monitors all aspects of the Connection Server:

- Easily classify user sessions based on protocol: PCoIP, Blast Extreme or RDP
- For each desktop/application pool, RDS host, and RDS farm, get details of desktops that are connected, disconnected, idle, available, ready, provisioned, used, unknown, on maintenance, having errors, etc.
- Monitor AD connectivity and replication status

- Proactively get alerted to SSL certificate expiry
- View Connection Broker events, and identify errors, warnings and audit failures



In-depth Connection Server performance metrics

Drill Down into Virtual Desktops

Monitor virtual desktops from two important perspectives:

- **Outside view of desktops:** Measure resource usage levels of all desktops and find out which virtual machine is consuming the most resources for right-sizing and optimization.
- **Inside view of desktops:** Look inside a virtual desktop and track user activity, processes and applications accessed to determine why there is excessive resource consumption.

Automated Root Cause Diagnosis

Intuitive service-level topology maps display the VMware Horizon infrastructure and all interdependencies between components. VDI administrators can easily pinpoint a problematic tier in the topology by looking at the alert status.

eG Enterprise's patented root cause diagnosis technology correlates performance across various tiers and highlights the source of the problem, enabling faster troubleshooting. Historical analysis, trend reporting and forecasting enables architects to right-size and optimize the VMware infrastructure.

Why eG Enterprise for VMware Horizon Monitoring

- ✓ **Simple deployment model:** No need to deploy agents inside every virtual desktop
- ✓ **Extremely easy to use and manage:** No expensive training required. No need to be a VMware expert.
- ✓ **Flexible licensing structure:** Choose between server-based or user-based licensing
- ✓ **Single monitor for all of IT:** No third-party plug-ins to monitor the infrastructure supporting Horizon

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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