PERFORMANCE ASSURANCE FOR VMWARE VIRTUAL DESKTOPS

ENABLING VIRTUAL DESKTOP EXCELLENCE

VMware Horizon View is a virtual desktop infrastructure solution that simplifies desktop management and provides users with what they need, when they need it. For virtual desktop success, enterprises and service providers need to augment the virtual desktop infrastructure with management solutions and processes that enable them to deliver on the promise of virtual desktops. eG Enterprise for VMware Horizon View provides a total management solution that addresses the performance monitoring, diagnosis and reporting needs of enterprises and service providers deploying virtual desktops using VMware Horizon View. eG Enterprise makes it easy for businesses to deliver superior end-user experience, simplify management and reduce total cost of ownership of VMware Horizon View environments.

While VMWare Horizon View offers a simple usage model, the underlying infrastructure is heterogeneous, multi-tier and interdependent. For instance, users connect through the View Connection Server, Active Directory handles user authentication, the connection server interfaces with vCenter and View Composer to provision virtual desktops on VMware vSphere servers. The virtual desktops are supported on backend storage devices and user profiles are loaded from persona management servers. Every tier of this infrastructure has to work well for virtual desktop users to have great user experience. 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 VMware Horizon View comes in.

MANAGING VIRTUAL DESKTOPS AS A SERVICE

eG Enterprise unlocks the benefits of desktop virtualization by enabling enterprises to monitor, diagnose and report on the performance of their VMware Horizon View infrastructure. It delivers 360-degree service visibility to every tier and every layer of the infrastructure - from desktops to applications, and from the network to storage. Intuitive, rich, service-oriented topology views with performance root-cause visualization lead virtual desktop service managers to exactly where the problems lie in the underlying infrastructure.

eG Enterprise for VMware Horizon View is the only performance management platform that provides auto-correlated diagnosis for VMware Horizon View 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.

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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 virtual desktop 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.

KEY EG ENTERPRISE CAPABILITIES FOR VMWARE HORIZON VIEW

- **360-degree performance visibility to every layer of every tier of the VMware Horizon View infrastructure.** From a single pane of glass, a VMware administrator can monitor the View Connection servers, View Composer, View Transfer servers, vCenter servers, virtualization platforms, Active Directory, storage, virtual desktops and the interconnecting networks.

- **Easy to analyze VMware Horizon View service topology views** allow helpdesk staff to quickly identify which tier of the infrastructure could be affecting the user experience (e.g. Is it the network, connection broker, application, virtualization platform or SAN?).

- **Deep diagnosis and drill down views inside the virtual desktops** 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** allows 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** enables VMware architects to identify how to right-size and optimize the VMware infrastructure to get more out of their investments in VMware Horizon View technology and ensure maximum ROI. Identify top users, top applications, top servers and usage trends that facilitate capacity planning and optimization.

Our clients expect maximum uptime of their information systems and associated applications. To help meet those business needs and expectations, eG Innovations monitoring suite delivers a robust, reliable and extremely valuable solution. Two key features of the monitoring solution that help us are the no-downtime deployments and blazing fast implementations. We can setup an enterprise level client with dozens of servers in a matter of minutes and have total visibility of their most critical issues within an hour of implementing the monitoring solution. That helps us to address those issues immediately before they affect system and application availability.

ABOUT EG INNOVATIONS

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