



Total Performance Monitoring for Citrix XenApp and XenDesktop

Combining eG Enterprise with Citrix Director and EdgeSight for Citrix Desktop Virtualization Success

Performance is Key for Desktop Virtualization Excellence:

Citrix XenApp and Citrix XenDesktop represent 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 even the best virtual desktop platform with management solutions and processes that enable them to deliver on the promise of desktop virtualization.



eG Enterprise with Citrix Director and EdgeSight provides a total management solution that addresses the performance monitoring, diagnosis and reporting needs of enterprises deploying virtual applications and desktops. This integrated solution makes it easy for businesses to deliver a superior end-user experience, simplify management and reduce total cost of ownership of Citrix XenApp and XenDesktop environments. While application and desktop virtualization offers a simple usage model, the underlying infrastructure and interactions between its components make effective operations more difficult. 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, XenApp servers, virtualization platforms – XenServer, Hyper-V, etc., and supporting tiers such as Active Directory, File servers, Citrix Provisioning Services, and storage. Performance in one tier can impact other dependent tiers, making root-cause identification a challenge. Customer expectations too are high – users expect their virtual applications and desktops to perform as well as their physical applications and desktops.

Manage Citrix as a Service to Deliver Total Performance Visibility:

eG Enterprise with Citrix Director and EdgeSight unlocks the benefits of application and desktop virtualization by enabling enterprises to monitor, diagnose and report on their Citrix infrastructure end-to-end. Citrix Director and EdgeSight provide helpdesk and operation teams with deep visibility into the Citrix login and access experience. eG Enterprise complements this with 360-degree service visibility to every tier and every layer of your Citrix 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 Citrix service managers to exactly where problems lie.

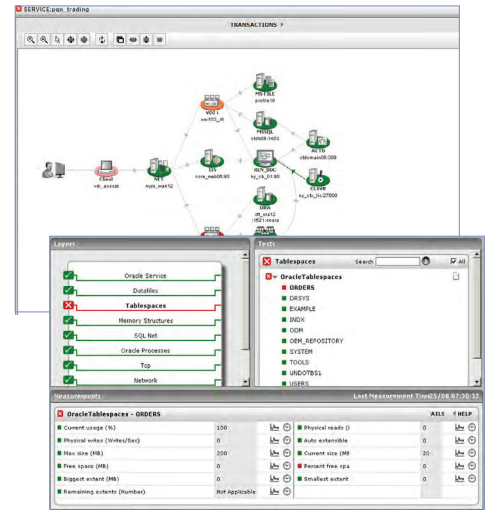
eG Enterprise extends Citrix performance management with auto-correlated diagnosis that delivers deep, actionable insights into user experience and enables administrators to pre-emptively detect, diagnose, and fix bottlenecks -before end users are affected. Helpdesk personnel can effectively use the solution for troubleshooting, thereby freeing up expert personnel from routine troubleshooting tasks.

Features and Benefits At-A-Glance:

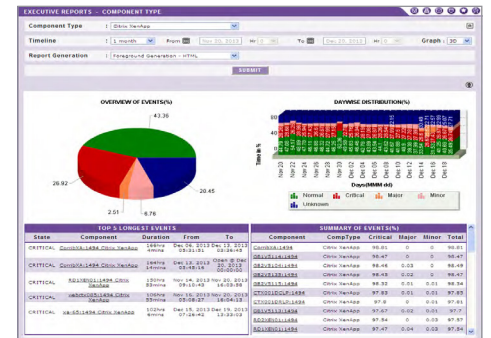
- **Achieve desktop virtualization** success by delivering excellent experience to Citrix users
- **Pinpoint how to optimize performance** using deep, 360-degree performance visibility across every tier, every layer of your Citrix XenDesktop service
- **Powerful analytics and reporting**, deep performance visibility, and auto-correlated diagnosis by combining eG Enterprise with Citrix Director and EdgeSight
- **Accelerate troubleshooting** using auto-diagnosis of performance events and intuitive, auto-discovered topology views with performance root-cause visualization
- **Assure virtual desktop user** satisfaction by pre-emptively detecting and resolving performance issues – before users notice
- **Ensure maximum ROI** by right-sizing your Citrix infrastructure using powerful reporting & analytics

Key Capabilities of eG Enterprise with Citrix Director and EdgeSight:

- **Complete performance visibility to the Citrix stack**, enabling administrators to monitor the different Citrix tiers from a “single pane of glass”. This includes in-depth performance monitoring for Citrix StoreFront, XenApp, Provisioning Services, Desktop Delivery Controller, Netscaler, XenServer, CloudBridge, and VDI-in-a-Box.
- **360-degree visibility of the Citrix 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, and infrastructure services such as Active Directory and even backend enterprise applications accessed via Citrix technologies.
- **Easy to analyze Citrix service topology views** that enable 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 or which application is causing a performance slowdown.
- **Automated, virtualization-aware problem diagnosis** that enable 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 and ensure maximum ROI. Identify top users, top applications, top servers and usage trends that facilitate capacity planning and optimization.



Topology of the virtual desktop showing the current state of every tier. Detailed drilldowns offer insights into the cause of problems.



Deep dive analytics and reporting helps you find bottlenecks and right-size your environment.

Please visit <http://www.eginnovations.com/citrix> for more information.



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About Citrix Ready

The Citrix Ready program identifies verified products that are trusted to enhance Citrix cloud solutions for mobility, virtualization, networking and cloud platforms. The Citrix Ready designation is awarded to third-party partners that have successfully met test criteria set by Citrix, and gives customers an added confidence in the compatibility of the joint solution offering. The Citrix Ready program leverages industry-leading alliances to meet a wide variety of customer needs, and currently incorporates more than 25,000 product verifications and thousands of products that have been confirmed to work in a production environment by the Citrix customer community. Learn more at www.citrix.com/ready.

About eG Innovations

eG Innovations provides intelligent performance management solutions that dramatically accelerate the discovery, diagnosis, and resolution of service performance issues in virtual, cloud, and physical service infrastructures. Only eG Innovations offers 360-degree service visibility with automated, 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.

eG Innovations' award-winning performance management and monitoring solutions are trusted by the world's most demanding companies to enable delightful user experiences, keep mission-critical business services at peak performance and deliver on the ROI promise of transformational IT investments. Customers include: JP Morgan Chase, Citigroup, Depository Trust and Clearing Corporation, Cathay Bank, Allscripts, Honeywell, Samsung, Xerox, Marathon Oil and many more.

To learn more visit www.eginnovations.com

