eG Innovations

9 Ways to Elevate Healthcare IT Operations with AIOps-powered Observability for Citrix

In the fast-paced world of healthcare, where immediate access to medical data is critical for physicians, Citrix digital workspace technology plays a pivotal role. It enables secure and swift access to medical data across networks, facilities, and devices. The challenge for healthcare organizations is ensuring the seamless operation of the entire Citrix virtual apps and desktop delivery chain, guaranteeing that healthcare professionals have uninterrupted access to vital data and applications whenever and wherever needed.

eG Enterprise monitoring and root-cause diagnostics provide a holistic, end-to-end view of Citrix performance. Just as Citrix solutions centralize data in the datacenter or the cloud, eG Enterprise centralizes monitoring, ensuring comprehensive visibility into the entire Citrix stack and supporting infrastructure. eG Enterprise empowers healthcare IT administrators with:

- ➔ Proactive Issue Detection
- ➔ End-to-end Monitoring
- ➔ Out-of-the-Box Metric Thresholds and Alerting
- ➔ Automated Root Cause Analysis
- ➔ Capabilities to Troubleshoot Retrospectively
- ➔ Citrix VDI and DaaS Insights and Analytics
- ➔ Observability Beyond the Citrix Stack – Prove it's not Citrix!
- ➔ Infrastructure Optimization
- ➔ Ensures Security and Compliance of Healthcare Data

01 Proactive Issue Detection

Challenge: Citrix logon issues, application slowness, latency, and bandwidth problems can disrupt healthcare workflows.

eG Enterprise Solution: Proactive synthetic and real user monitoring (RUM) technologies alert IT admins to performance issues before users experience them, enabling timely remediation and uninterrupted healthcare services.

Proactively find and fix Citrix user experience issues before end users are affected and call the helpdesk!

01 Slow logons	02 Delayed application launch	03 Poor responsiveness
04 Keystroke lag	05 Slow multimedia display	06 Session disconnects
07 Choppy video/audio	08 Lags while scrolling images	09 Printing problems
10 Frozen sessions		

Regional Healthcare Group Realizes Significant Time & Cost Savings with eG Enterprise

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I love the Citrix user experience dashboards. It's so simple. If a user has an issue, I look at the dashboard, see the network, see the application, and say network is fine, Citrix is fine, but the application is having latency; let me take a closer look at the application server. And I can do all of that in a single console.

Randy Mysliwiec
Manager - Information Systems,
Community Care Physicians
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02 End-to-End Monitoring

Challenge: Healthcare IT admins need to monitor every layer and tier of the Citrix stack and supporting infrastructure.

eG Enterprise Solution: eG Enterprise simplifies IT operations by providing a unified console for monitoring each aspect of the Citrix environment. It offers analytical insights, allowing administrators to track performance seamlessly from user experience to supporting infrastructure to application performance.
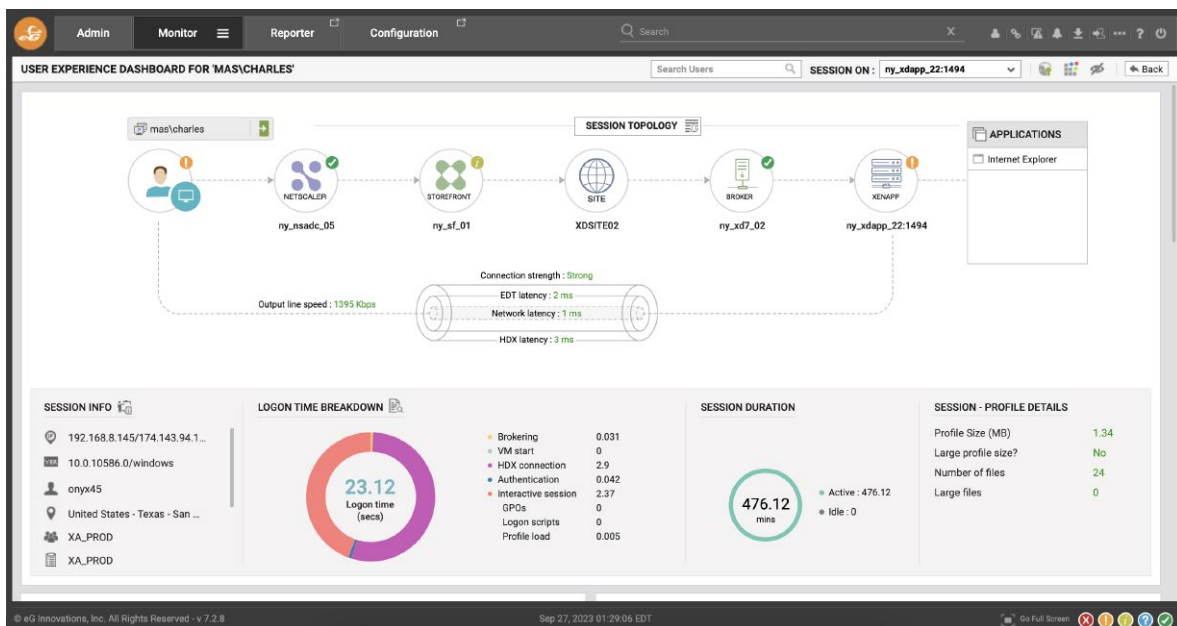

Figure 1: eG Enterprise includes simple intuitive user experience dashboards

03   Out-of-the-Box Metric Thresholds and Alerting

Challenge: Manually calculating thresholds and configuring alerts can be time-consuming and prone to errors.

eG Enterprise Solution: eG Enterprise simplifies monitoring further with out-of-the-box metric thresholds and alerting. This feature removes the effort of manual calculations, providing administrators with a hassle-free solution for proactive monitoring at the first signs of issues. The powerful AIOps technologies auto-baseline and learn normal usage providing proactive automated anomaly detection.
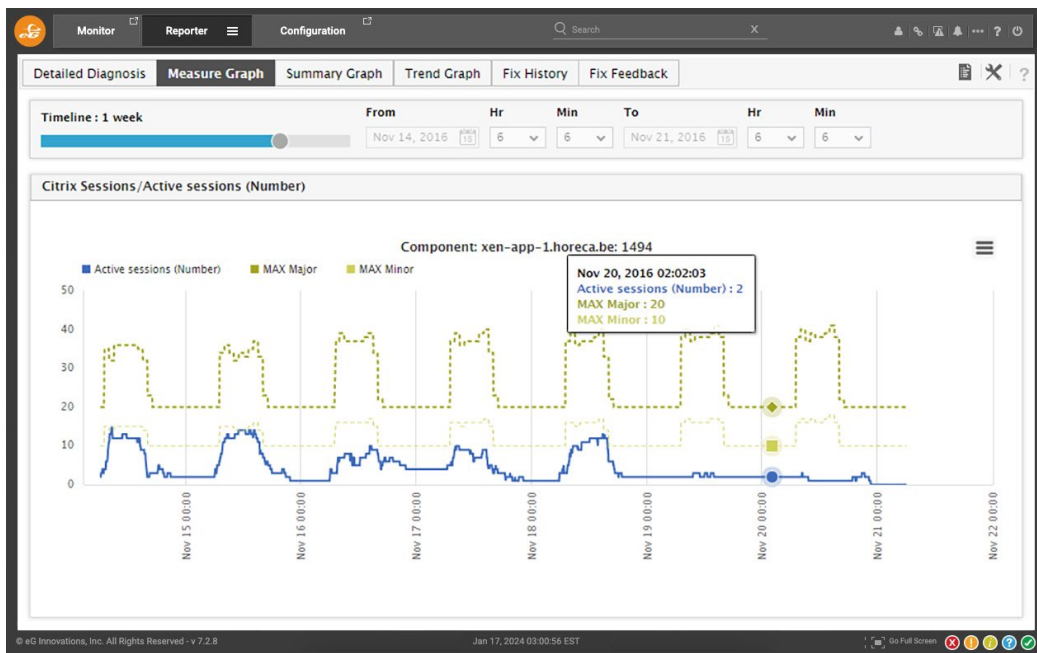

Figure 2: AIOps dynamically learns about the IT environment to provide intelligent automated anomaly detection

Why Major Healthcare Organizations use eG Enterprise to Oversee their Critical IT Systems and Applications?

50% improvement in login times for critical healthcare applications

More than **70%** of the time, issues were resolved before customers engaged the support team

Reduced support costs up to **20%** by minimizing need to engage the entire support structure

Respond to **99%** of issues within four minutes and resolve or escalate 85% of issues within 30 minutes

Saved over **$125,000** a year by leveraging eG Enterprise to optimize IT operations

Instead of incurring hours of downtime, identify the cause of an issue in minutes

04 Automated Root Cause Analysis

Challenge: Finger-pointing among different IT teams when issues arise, leading to delayed resolutions. Identifying the source of issues is essential, especially when it's not directly related to Citrix, to avoid unnecessary investigations.

eG Enterprise Solution: By swiftly identifying the root cause of issues in minutes, eG Enterprise eliminates inter-team disputes. AIOps root-cause diagnostics can differentiate between Citrix-related problems and issues originating elsewhere. It identifies when issues are with a user's endpoint or laptop, a faulty application, a database problem, or a network problem. This ensures collaborative and efficient problem resolution, critical in healthcare where time is of the essence.
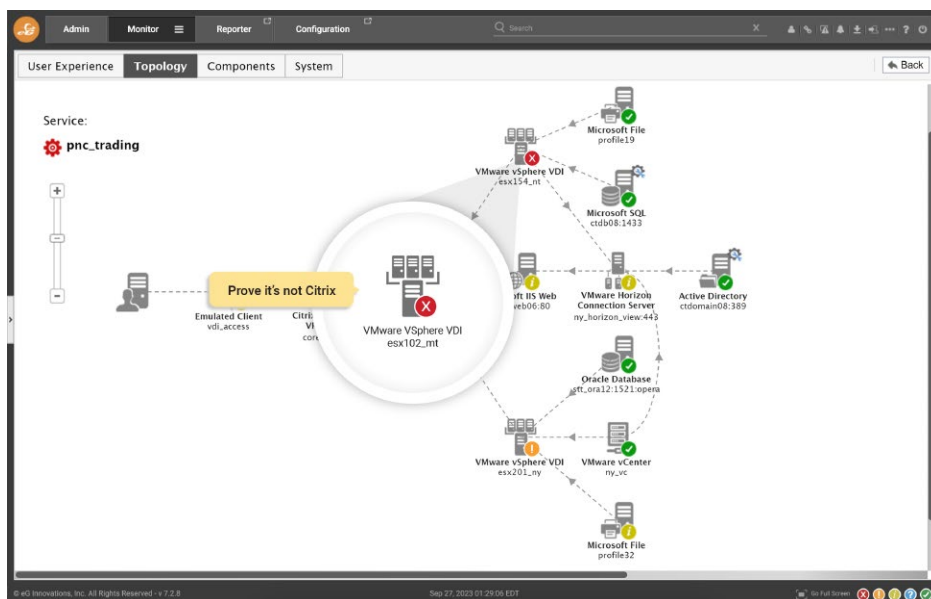

Figure 3: Automated root-cause diagnostics in a simple intuitive interface

05 Capabilities to Troubleshoot Retrospectively

Challenge: Retrospective troubleshooting is challenging in healthcare IT, where professionals often report issues after the fact, prioritizing patient care over immediate IT problem reporting.

eG Enterprise Solution: AIOps anomaly detection not only alerts administrators to real-time issues but triggers additional tests and log collection automatically. This aids in retrospective diagnosis even when data is not available retrospectively. This is particularly beneficial in healthcare, where professionals may report issues post-incident due to their focus on patient care.

Citrix VDI and DaaS Insights and Analytics

Challenge: Monitoring the diverse layers of Citrix and pinpointing performance bottlenecks is challenging.

eG Enterprise Solution: eG Enterprise offers detailed insights, allowing administrators to monitor every Citrix tier and visualize topology views that highlight performance bottlenecks. This level of granularity ensures a proactive approach to performance optimization.

Live and historical reporting is continually available via a single console. Ready-to-go rich, intuitive dashboards are provided out of the box to provide overviews of every aspect of application and infrastructure performance.
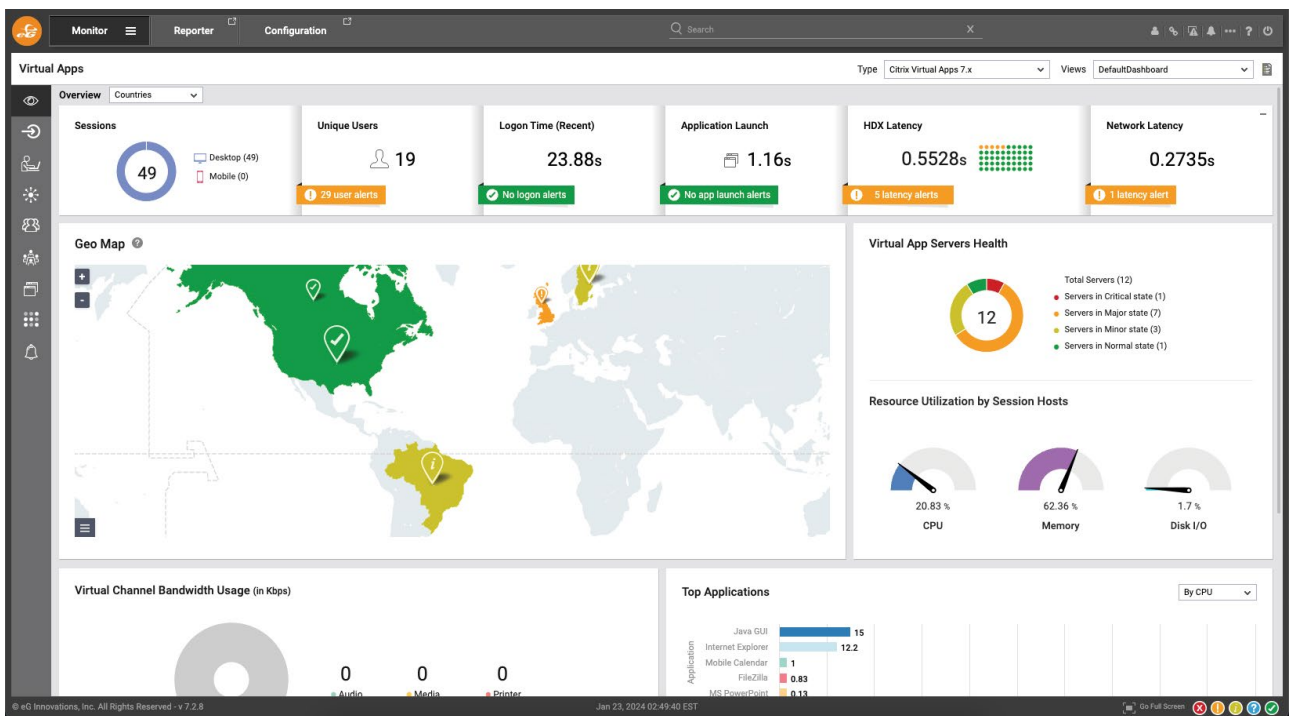

Figure 4: Out-of-the-box dashboards provide insights for the whole organization

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eG Innovations has proven to be an essential tool for our managed services. By using it as a 'canary in the coal mine', we are able to proactively monitor our Virtual Desktop environment and receive alerts of potential issues before they affect our end-users.

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SPADAFY

07 Observability Beyond the Citrix Stack – Prove it's not Citrix!

Challenge: Monitoring beyond the Citrix stack to include core healthcare applications and databases, as well as interdependencies.

eG Enterprise Solution: eG Enterprise goes beyond Citrix, monitoring critical healthcare applications, databases, and interdependencies such as thin-clients, printing infrastructure, Active Directory, IIS servers, networking, and more. This comprehensive approach ensures a complete view of the IT landscape.

08 Infrastructure Optimization

Challenge: Ensuring that the infrastructure is right-sized, optimized, and well-planned for future demands.

eG Enterprise Solution: With eG Enterprise, healthcare organizations gain analytical insights to right-size, optimize, and plan their infrastructure effectively. This proactive approach contributes to the reliability and efficiency of healthcare IT operations. Costs can be minimized without compromising the application performance and availability critical for healthcare professionals to provide safe patient care.
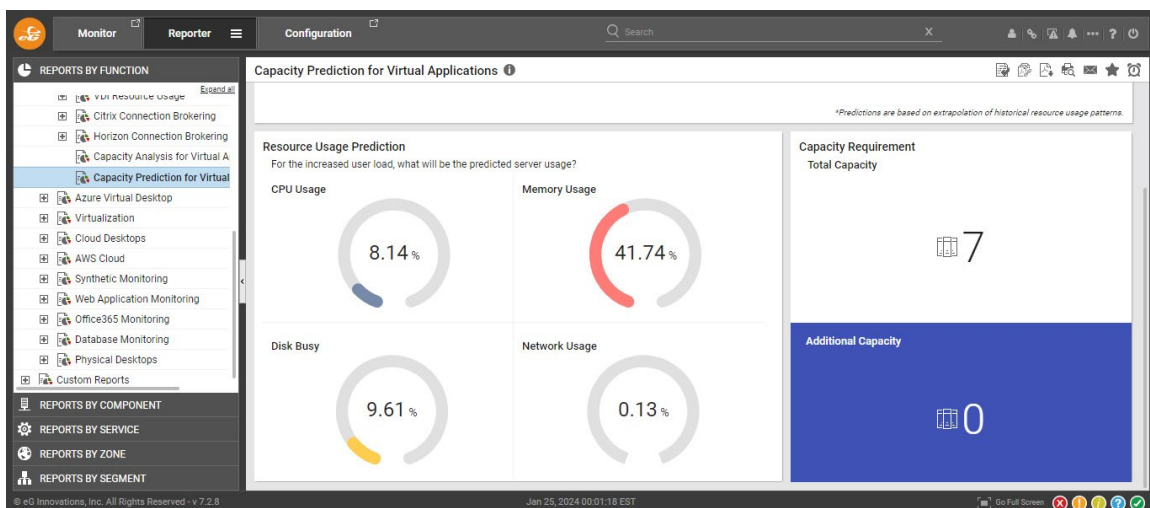

Figure 5: Capacity planning tools to empower you to be cost-effective without compromising performance

09 Ensures Security and Compliance of Healthcare Data

Challenge: Security and compliance are critical in healthcare. IT professionals must have access to actionable data, allowing them to address complex and constantly changing government/industry regulations and internal requirements.

eG Enterprise Solution: Universal monitoring technology helps healthcare IT address many of their key compliance requirements.

- ➡ Get detailed reports documenting who logged in, at what time, for how long and on which systems

- ➡ Track application usage by users, their client devices, active times and idle times in a session

- ➡ Get alerts whenever logons to NetScaler or any of your systems fail, or if any security events have been detected

- ➡ With AIOps powered anomaly detection and auto-baselining technologies included in eG Enterprise you will get proactive alerts on unusual access patterns or trends

Learn More

In the dynamic healthcare environment, where patient care is the top priority, eG Enterprise AIOps observability for Citrix stands as a reliable proven solution for Healthcare IT teams, ensuring that the digital backbone supporting healthcare professionals operates seamlessly. To explore how eG Enterprise can elevate your Citrix performance monitoring, please:

- ⊙ Visit www.eginnovations.com or contact us via info@eginnovations.com

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