

Citrix Performance Management Challenges, Technology Choices & Best Practices

The key role that Citrix technologies play makes performance management critically important. To deliver the best possible user experience, Citrix environments need to be not only well architected but also well monitored and managed, in order to identify and diagnose problems early on and prevent issues from escalating and impacting end users and business processes.

This infographic presents some of the key findings from respondents of the DABCC and eG Innovations-conducted **2016 Citrix Performance Management Survey**. These data-rich and easily-digestible stats are designed to provide you with benchmarks and new insights into the best practices for Citrix performance management.

Why Manage Citrix Performance?

96%

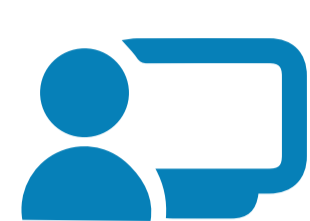
see Citrix services as business critical

50%

of these see Citrix as the most performance-sensitive service

How Poor Citrix Performance Impacts Business

Business Loss



Flex Work is Slow

User productivity loss for 3 hours' application slowness: \$200/hr X 3 hours X 500 users = **\$300,000** per incident

Operations Cost



Mean Time to Repair is High

Expert IT staff involved in troubleshooting costing: \$200/hr X 10 staff X 3hrs = **\$6,000** per incident

Unforeseen Capital Expense

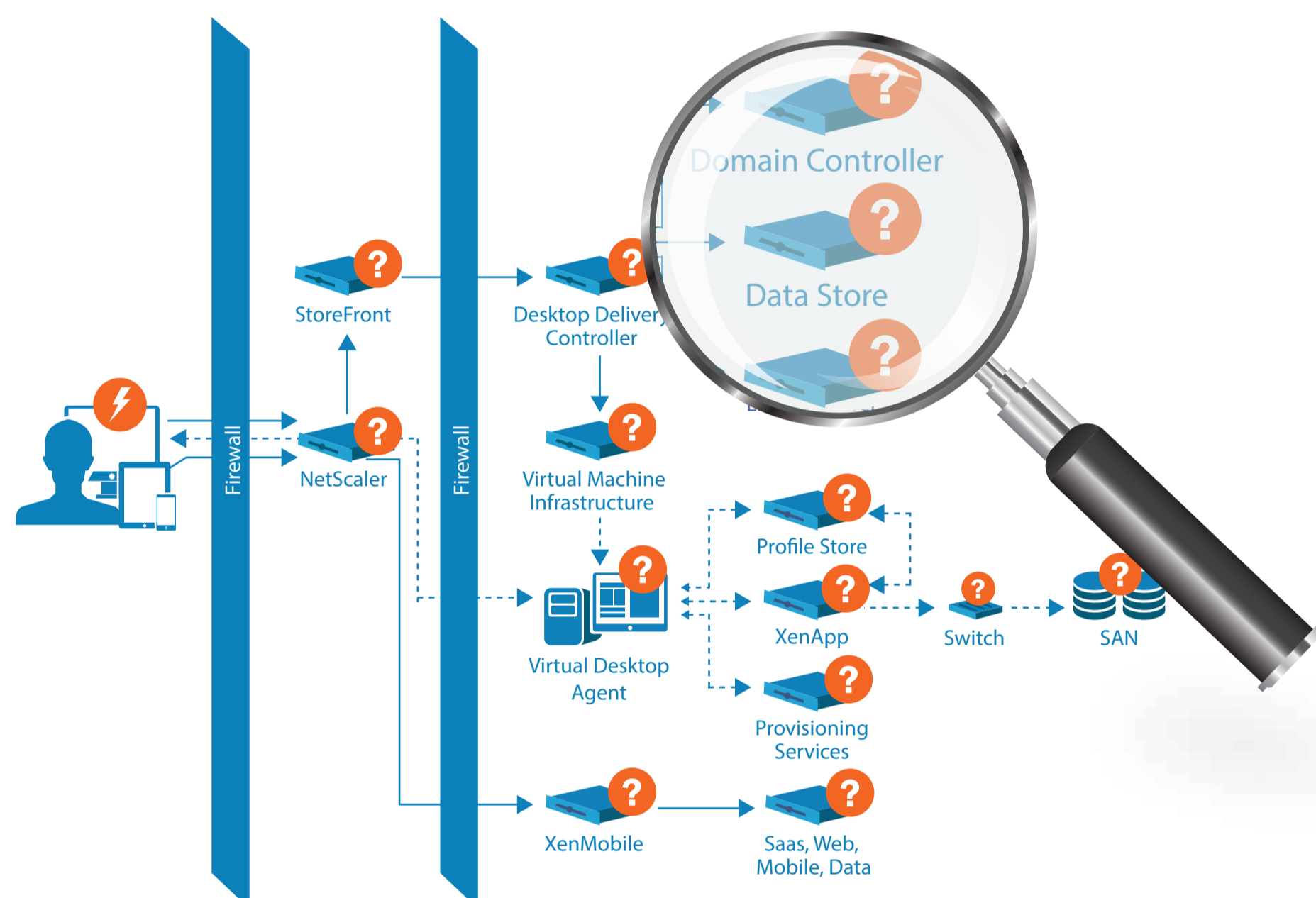


Projection [50 Users / Server] → Actual [25 Users / Server]

Double the number of servers needed; \$50,000 per server, 5 servers = **\$250,000** additional cost

**The above data are representative samples, not from the survey.*

What is Citrix Performance Management?



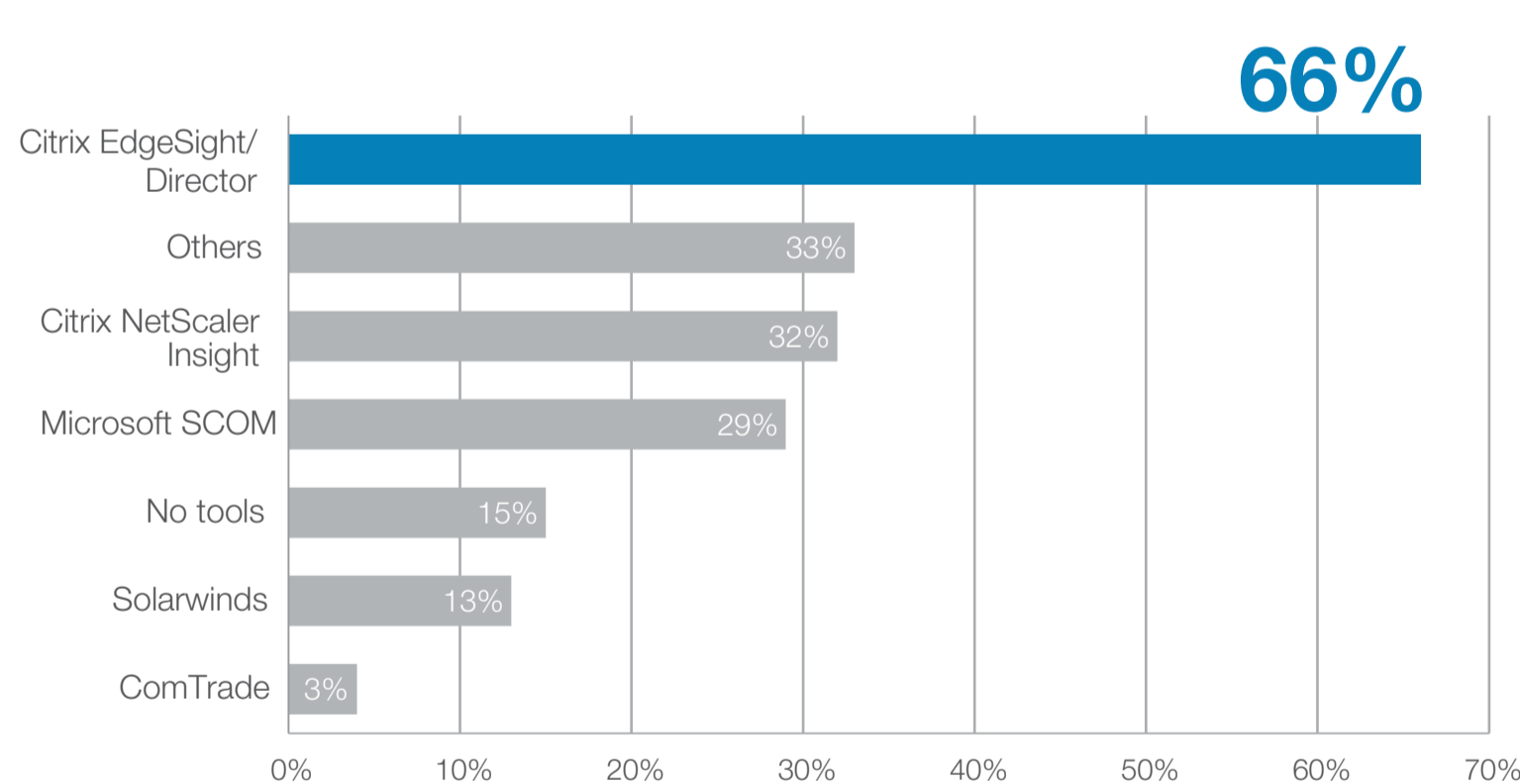
Effective Citrix Performance Management Requires:

- Monitoring of complete user experience – logon, access, launches, etc.
- Monitoring all Citrix tiers from one console
- Monitoring end-to-end, all non-Citrix tiers that support the Citrix service
- Analyzing from a service perspective, not as silos

How is Citrix Performance Managed Today?

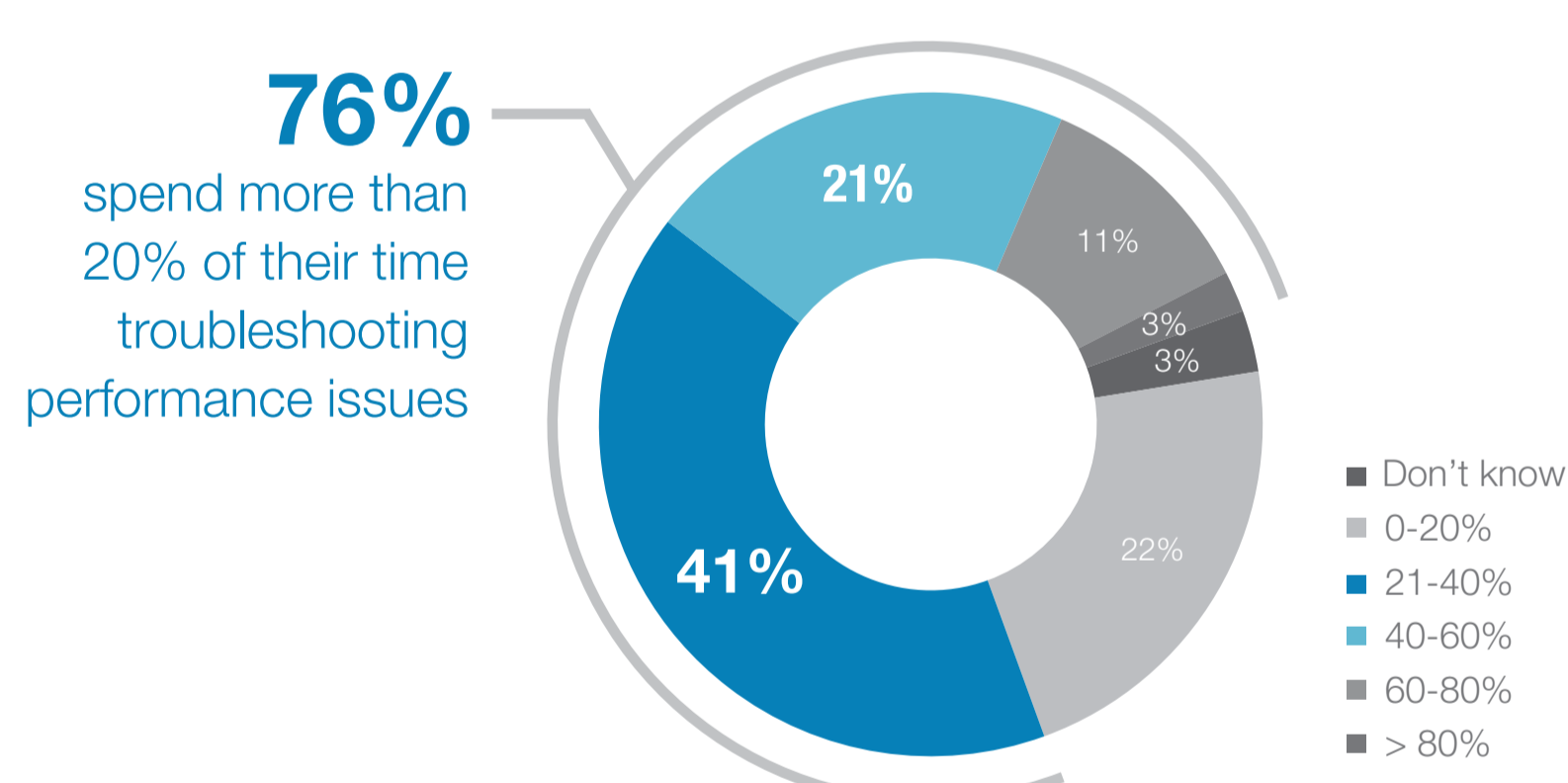
What tools are used?

A majority of organizations are using the built-in Citrix tools to monitor their Citrix infrastructure.



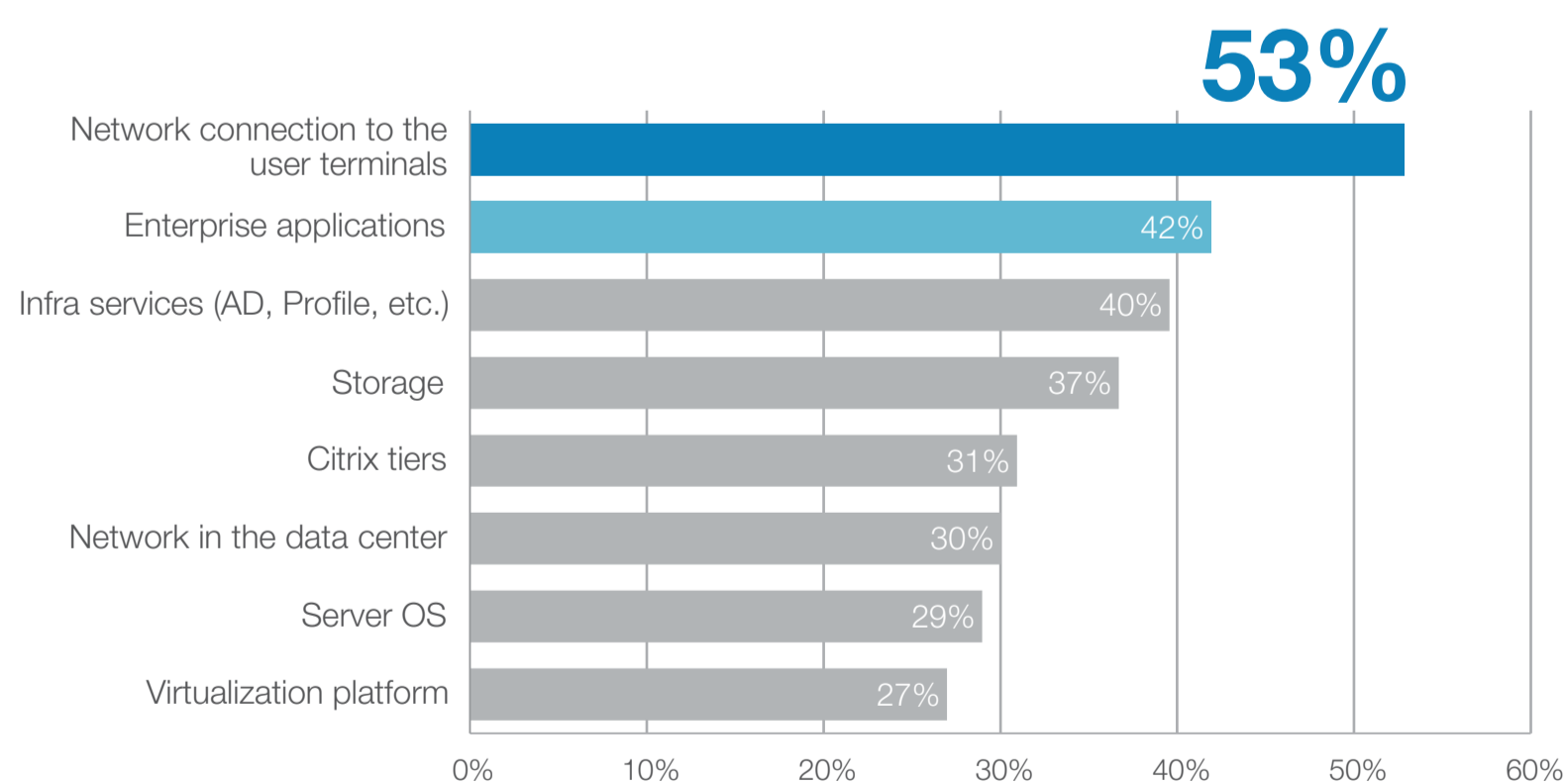
How much time is spent troubleshooting?

76% of respondents are spending more than 1 day a week troubleshooting performance issues.



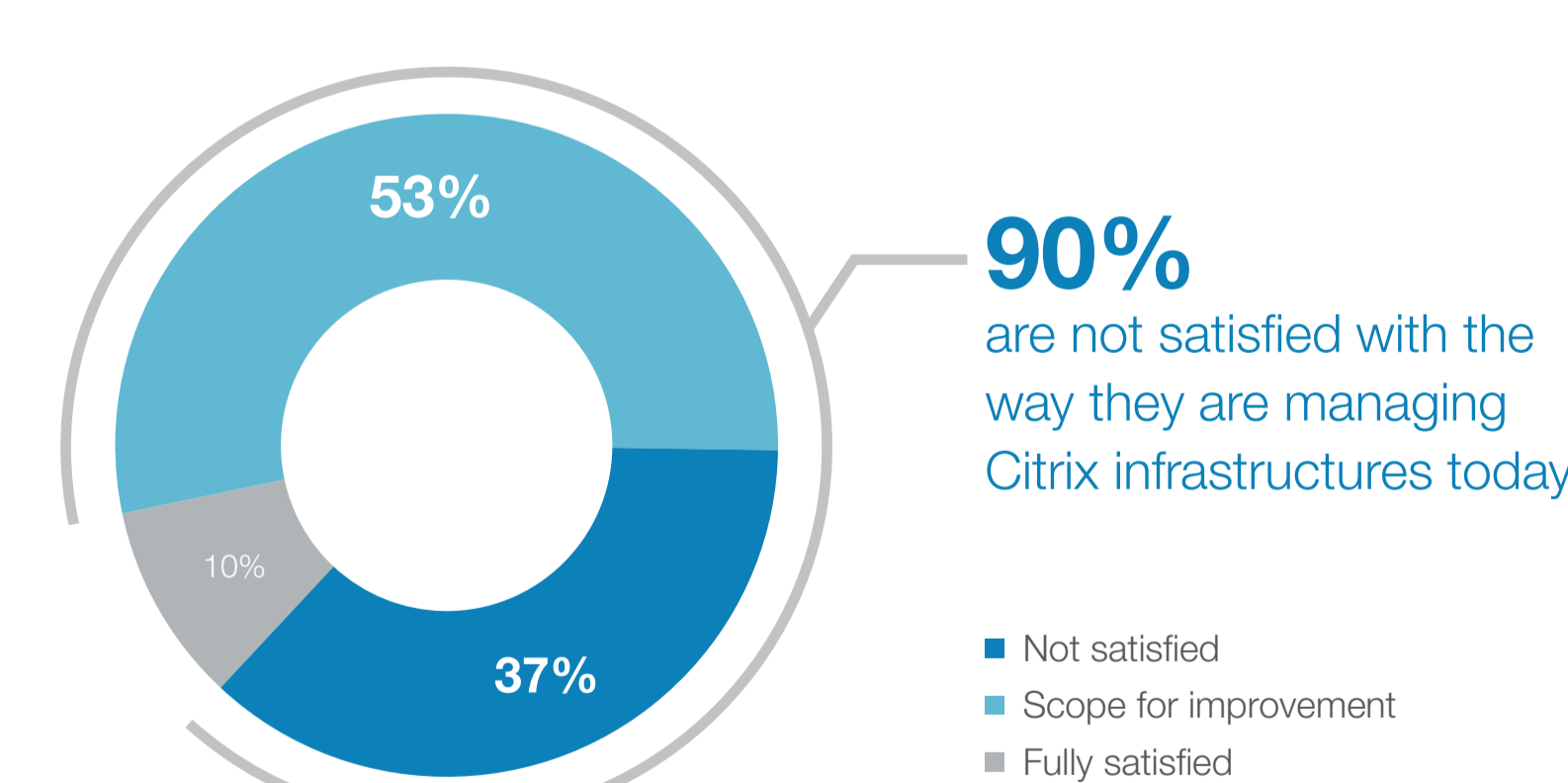
Where do most problems lie?

The user's network connection to the Citrix farm is the biggest reason for Citrix performance issues.



How adequate are current tools and practices?

Only 10% of respondents are satisfied with the way their infrastructure is being managed today.



Download the Comprehensive 2016 Citrix Performance Management Report

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