

DELIVER SEAMLESS USER EXPERIENCE WITH CITRIX CLOUD SERVICES

Proactively monitor and mitigate risks for non-stop productivity with Citrix and eG Innovations

Citrix Cloud Services offer great advantages, but performance monitoring and diagnosis can be a challenge. Is your IT ready?

Challenges Fueled by Lack of Visibility



IT teams often wait until down-time or slow-time happens, and then ask ...

- Is it due to Azure-hosted infrastructure?
- Perhaps it is due to an application on a virtual app server?
- Could it be due to a poor network connection that the end user is using?

All they need is for the service to allow them to be productive anywhere and anytime.

Rising Expectations of a Remote Workforce



Employees seek uninterrupted experiences

- Citrix Workspace availability - anytime, anywhere and from any device
- Allows them to function more efficiently and effectively
- Consistent uptime to access all data and apps from anywhere.

Stop the fire-fighting.

Ensure complete peace of mind with end-to-end IT visibility.

With eG Enterprise and the Citrix Cloud, you can now cut through the chaos with a single source of truth.

Fix issues before it impacts end-users with a unified view

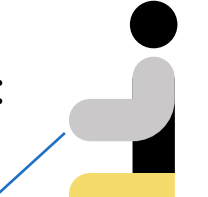


Deploy simulation capabilities at strategic locations and learn about performance problems well before users do. Using eG Enterprise to monitor user experience, you also see the real experience your users are getting.

Get unified visibility from the eG Enterprise console. Track every layer and every tier of the entire Citrix service delivery chain.



Use patented root-cause diagnosis technology to help automatically point to where the root-cause of problems lie: Citrix Cloud? Your data center? Infra services? User end?



How eG Enterprise and the Citrix Cloud helps IT teams identify and fix issues proactively.



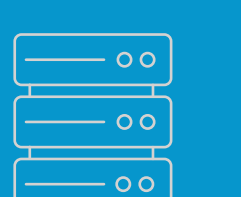
Using Citrix Cloud APIs, eG Enterprise tracks all the key functions of the Citrix Cloud control plane. Learn whether brokering is slow, whether there are user connection failures, and if logon times are meeting your SLAs.



Complement this with complete visibility of the Citrix Resource Plane. Track if your Citrix Cloud Connectors, Citrix ADCs, Virtual App servers, Provisioning services, Citrix WEM servers etc. are working well.



Get insights into all aspects of user experience including session startup times, application launch times, screen refresh latency, and connection quality for every user session.



Correlate this with live insights into supporting infrastructure services like virtual servers, storage, Active Directory and so on.



You can also access a wealth of reports for different use cases including post-mortem diagnosis, capacity planning, and migration analysis.

The integrated service helps all the key stakeholders.



Executives can track user productivity – are users working, or are they idle for extensive periods?



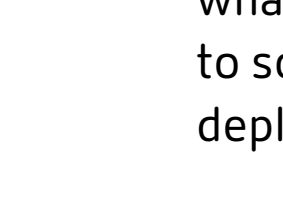
Security teams can track who logged in, for how long, what applications they accessed etc.



Citrix architects can use the what-if reports to plan how to scale the Citrix cloud deployment.



IT operations teams know exactly which domain expert to call when a problem occurs.



Helpdesk teams can get ready answers to address user complaints.



Anticipate and safeguard against risks with the right partner solutions powered by Citrix Cloud.

84% of customers say that eG Enterprise helped them avoid service outages by identifying problems before end-users noticed.

A leading CSP achieved hardware cost savings of **\$170,000** using eG Enterprise.

Another leading healthcare provider achieved over **50%** improvement in Citrix user logon times with eG Enterprise.

eG Enterprise also drastically reduced MTR of Citrix performance issues for a leading solutions provider enabling them to respond to of **99%** issues within 4 minutes, resolve 70% of issues before they ever impact customers and reduce support costs up to 20%.

What industry leaders have experienced

"We are now able to identify and fix issues before users even notice them. This has allowed us to become proactive. Our users have now been able to go about their business day to day without worrying about IT problems!"

- Peter Dinh
Citrix Systems Administrator
eBay Inc.

Get more information on eG Enterprise Citrix monitoring diagnosis and reporting solutions:

<https://www.eGINNOVATIONS.COM/citrix-monitoring>