AWS WorkSpaces Monitoring Simplified with eG Enterprise

eG
Total Performance Visibility

Key Benefits

✓ **Generates proactive alerts** based on a variety of AWS WorkSpaces statistics that are collected and analyzed in real-time

✓ **Beyond the capabilities of siloed AWS WorkSpaces monitoring tools**, automatically correlates end-to-end service performance.

✓ **Provides trending and service level reports** so you can assess the current capacity of your infrastructure

✓ **Eliminates finger-pointing among IT administrators** by ensuring that problems are easily and rapidly isolated to specific application tiers

> *eG Enterprise has been incredibly useful and has far exceeded our expectations. Metrics relating to SQL and missing indexes have provided critical information that we had long suspected were performance issues. Now we have the information to address specific performance challenges*
>
> **Pejman Farahi**
> Applications Specialist, Aird Berlis

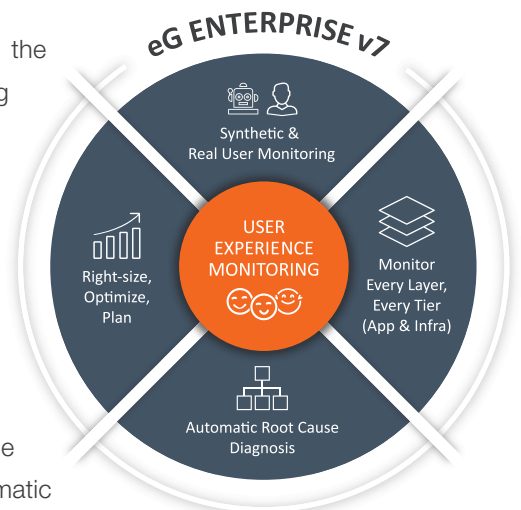## Desktop Delivery using AWS WorkSpaces

Amazon WorkSpaces is a managed, secure Desktop-as-a-Service (DaaS) solution that allows administrators to provision Windows and Linux desktops in minutes. Amazon WorkSpaces greatly simplifies desktop delivery by eliminating the need to manage hardware, OS patches, and Virtual Desktop Infrastructures (VDI). With Amazon WorkSpaces, users get fast, responsive desktops that they can access anywhere, anytime, from any device.

While Amazon WorkSpaces make it possible for administrators to centrally manage and scale desktop deployment, they also make monitoring and management challenging.

eG Enterprise: Your Control Center for AWS WorkSpaces

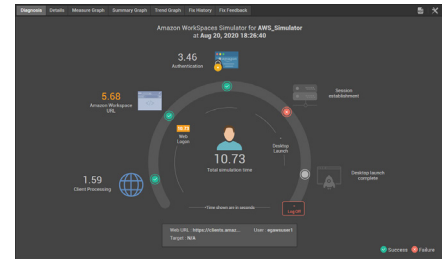Get a 360-degree view of AWS WorkSpaces user experience, availability, performance and usage.

- Monitor user experience using a combination of synthetic and real user monitoring

- Track the performance of all the tiers involved in supporting virtual desktop delivery including the local network, the WAN, and AWS access. Monitor and report on all aspects of desktop usage and access protocol performance.

- Auto-baseline the infrastructure. Built-in automatic root-cause diagnosis technology allows the source of problems to be detected in minutes.

- Leverage built-in reports and analytics for compliance reporting, usage tracking and for scaling the AWS WorkSpaces deployment

eG ENTERPRISE v7

Synthetic & Real User Monitoring

Right-size, Optimize, Plan

USER EXPERIENCE MONITORING

Monitor Every Layer, Every Tier (App & Infra)

Automatic Root Cause Diagnosis

eG Enterprise's wide range of AWS WorkSpaces monitoring capabilities

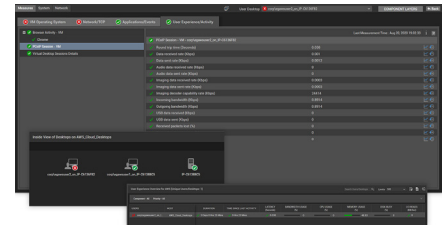## Proactively Monitor Service Availability and Logon Performance

- With a purpose-built logon simulator for AWS WorkSpaces, track desktop availability and logon performance from any location 24x7.

- Measure time taken for every step of the logon process from browser access, authentication, session establishment to desktop launch.

- Use full session simulation to go beyond logon simulation.

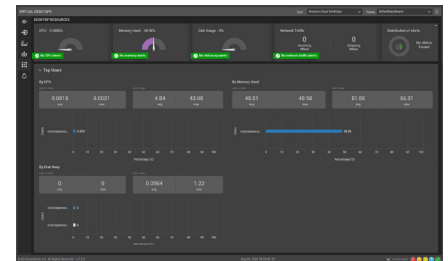## Monitor the Experience of Real Users

Using a light-weight agent on each virtual desktop, track all aspects of the experience seen by real users.

- Track launch time for each application and alert if the operating system takes time to respond to user inputs (user input delay).

- Monitor protocol latencies for each user session. Report on PCoIP round-trip time, packet loss, bandwidth used etc.

- Track URLs accessed and correlate to browser resource usage patterns, allowing for rapid troubleshooting.

Desktop Usage Reporting for Optimization and Trending

- Track and report on who logged in, for how long and what applications they used.

- Analyze application usage patterns and identify potential areas for optimizing resource usage and reduce billing.

- Report on desktops without users, to identify opportunities to conserve cloud resources.

Integrated Monitoring of Any Digital Workspace

With eG Enterprise, your digital workspace monitoring requirements are covered. Irrespective of which combination of digital workspace you choose to deploy, you get consistent monitoring, alerting, diagnosis, and reporting. Our coverage spans AWS and Azure workspaces, Citrix virtual apps and desktops on-premises and in the cloud, VMware Horizon or Microsoft Remote Desktop services. You can monitor your entire digital workspace from a unified, central console and thereby reduce the learning curve for your operations teams.

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.