

Comprehensive Observability for Omnissa Horizon Using eG Enterprise



eG Innovations

omnissaTM
Horizon[®]

Key Benefits

- ☑ **Maximize employee productivity and experience:** Ensure consistently fast, reliable user experiences and keep employees productive and satisfied.
- ☑ **Eliminate “it’s slow” complaints and reduce helpdesk load:** Proactively identify and resolve user experience issues before employees report them, significantly cutting Horizon-related support tickets and mean time to resolution (MTTR).
- ☑ **Accelerate root-cause identification and resolution with AI-powered insights:** Automatically pinpoint whether performance issues originate in Horizon, applications, infrastructure, or endpoints — reducing troubleshooting time and operational effort.
- ☑ **Gain end-to-end visibility across the entire Horizon stack:** Achieve unified visibility across Horizon components, applications, backend infrastructure, and user endpoints, to quickly isolate bottlenecks and prevent finger-pointing across teams.
- ☑ **Get instant insights for compliance and right-sizing:** Leverage pre-built dashboards and reports to provide insights for compliance reporting and support ongoing optimization efforts.

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eG Innovations delivers a robust, reliable and extremely valuable solution to deliver maximum uptime and user satisfaction. Pre-emptive alerting helps us to address performance issues immediately before they affect system and application availability.



Mike Montano
Senior Manager, Allscripts

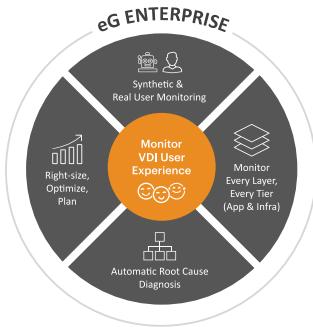
Omnissa Horizon is a popular choice for organizations to deploy desktops and apps on-premises, in the hybrid cloud, or in the public cloud with Horizon on Amazon WorkSpaces Core, Microsoft Azure, and Google Cloud.

Organizations adopting Omnissa Horizon must ensure optimal user experience, performance and service reliability, while minimizing manual effort, human error and cloud or infrastructure costs. Although desktop virtualization and cloud offer simple usage models from an operations perspective, the underlying infrastructure and interactions between components are quite complex.

eG Enterprise is a powerful AIOps monitoring and observability platform that allows administrators to go beyond the limitations of traditional End User Computing (EUC) monitoring tools by providing AIOps-driven proactive anomaly detection and automated root-cause diagnostics for every tier of an Omnissa environment.

AIOps-powered Performance Assurance for Omnissa Horizon Digital Workspace Services

eG Enterprise is a purpose-built monitoring solution for digital workspaces. Its integration with Omnissa Horizon APIs and lightweight agents, allows IT administrators to monitor and protect all aspects of user experience - by ensuring fast responses, troubleshooting problems quickly and easily, and proactively planning their deployments.



With eG Enterprise IT teams can:

- **Monitor all aspects of user experience** - logon time, application launch time, frame rate, connection bandwidth, protocols (PCoIP, Blast Extreme, RDSH) - using a combination of synthetic and real user monitoring.
- **Get unparalleled end-to-end visibility** into the performance of your Horizon Desktops. Monitor the entire Horizon service delivery chain: cloud infrastructure or VMware vSphere/ESXi or other hypervisors, Unified Access Gateways, App Volumes, networking, storage, protocols, endpoints and more.
- Be proactively and accurately alerted to the root-cause of VDI and DaaS problems. Embedded **AIOps engine auto-baselines metrics** and uses discovered **dependency maps** to correlate between alerts from different tiers.
- **Access embedded analytics** that provide insights to determine how to optimize the Horizon infrastructure and right-size VMs to accommodate more users and thereby deliver greater ROI.
- Leverage **multi-tenancy MSP features** include multi-tenant views, tenant self-service features and MSP friendly licensing and billing.
- Use eG Enterprise as a **single console** for Omnissa Horizon alongside all your other digital workspace technologies including Citrix, Amazon, Microsoft AVD, Windows 365, RDP and more – perfect for evaluating migration success.

Wide Range of Omnissa Horizon Monitoring Capabilities

Track the Experience of Omnissa Horizon Users

- Purpose-built logon simulator for Omnissa Horizon, track application availability and logon performance from any location 24x7. Measure the time taken for every step of the logon process from browser access, authentication, session establishment to application launch.
- Real User Monitoring (RUM) automatically monitors all user activities on hosts in real-time and proactively alerts upon abnormalities such as slow application launches, application crashes or network connectivity issues.
- Use Full Session Simulation to go beyond logon. Simulate real users accessing virtual applications and desktops via Horizon and monitor the entire service delivery chain, including the backend applications. Ensure that the entire infrastructure is not only available but also performant.



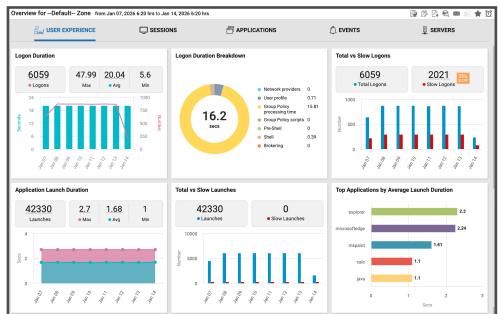
Get At-A-Glance Views of your Digital Workspaces

- No need to spend hours configuring dashboards and metrics to track performance. Pre-defined dashboards provide a consistent view of session workloads and performance.
- Monitor Omnissa Horizon both On-Premises and Cloud hosted on both Microsoft Azure and AWS Cloud infrastructure from a single pane of glass. Simple to implement, eG Enterprise provides comprehensive monitoring and reporting for all Horizon components and dependencies including cloud infrastructure, UAG, VMware vSphere/ESXi, App Volumes, networking, storage, protocols, Windows and Linux OSs and more.
- Get insights into all aspects of user activity - session logon, application launch, active/ idle times, resources and bandwidth usage, session disconnects, logons, etc.

Pre-Built Horizon Performance and Usage Reports for Compliance and Infrastructure Optimization

Historical reports provide Omnissa Horizon administrators with all the details they need for compliance reporting and infrastructure optimization:

- Get ready access to comprehensive audit reports on who logged in, at what times, what application they accessed, what resources they used, and how their experience was.
- Monitor all aspects of resource usage on the session hosts. Identify bottlenecks, including under-sized hosts, applications with resource usage issues, and users generating unusual activity on shared hosts.
- Get insights to right-size and optimize the infrastructure for better performance.



Why eG Enterprise for Omnissa Horizon Monitoring?

- Built by digital workspace experts based on decades of experience with some of the largest virtual desktop deployments, eG Enterprise provides granular insights into VDI and DaaS performance, like no other monitoring tool can.
- If you are using Omnissa Horizon in conjunction with any other DaaS or VDI digital workspace solution (e.g. Citrix, Microsoft AVD / Windows 365 Cloud PCs / RDSH, Amazon WorkSpaces or similar), get the same capabilities and consistent reporting and alerting across these technologies. This makes the learning curve short for IT administrators.

- Leverage eG Enterprise SaaS to get started with Horizon monitoring in minutes. On-prem and in-cloud options also available.
- Designed for enterprise IT teams, eG Enterprise provides personalized views for different stakeholders (helpdesk, ITOps, architects, etc.). It integrates seamlessly with all major ITSM tools (e.g., ServiceNow) and ticketing systems as well as business insight tools (such as Microsoft Power BI and Tableau).

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.

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