

Citrix Workspace and eG Enterprise

Complete performance
visibility for
Citrix Workspace and
Citrix infrastructure



Gain end-to-end performance visibility for Citrix Workspace in the hybrid cloud.

Citrix Workspace provides fast and reliable unified access to virtual apps and desktops as well as increasingly popular Software as a Service (SaaS) apps. Delivering a positive and productive user experience, however, relies on being able to troubleshoot potentially complex infrastructure and rapidly identify root causes for performance issues. Purpose-built for Citrix, eG Enterprise offers total performance management, including end-to-end monitoring, diagnosis, and reporting.

Embracing the evolving Citrix deployment landscape

Citrix Workspace unifies apps, content, and devices inside a secure digital perimeter with access to virtual apps, desktops, and data. Citrix Workspace deployments are highly customizable, and organizations have the flexibility to combine on-premises and cloud resources as they choose to fit their unique needs. This flexibility can present challenges when it comes to diagnosing performance issues for highly distributed services.

Citrix Workspace

Only Citrix offers the most complete and integrated workspace to enable people to securely access their apps, desktops, and data from anywhere. Rely on Windows and Linux app and desktop delivery from Citrix Virtual Apps and Desktops, device security from Citrix Endpoint Management, secure file sync and share with Citrix Content Collaboration, and network security with Citrix Gateway. Only Citrix Workspace offers you a complete choice of device, cloud, and network, streamlined for IT control and simple, secure access for users.

In a given Citrix Workspace deployment, a potentially large number of moving parts and inter-dependent components work in concert to deliver the end-user experience. Even minor performance issues in any of the infrastructure tiers can bring degraded performance, poor user experience, and a loss of productivity. Slow login times, desktop performance, or app performance can result.

With the level of inherent infrastructure complexity, Citrix administration teams can struggle to identify the root cause of performance issues, which can include:

- Citrix infrastructure
- Network connectivity
- Underlying virtualized server infrastructure
- Storage devices or services
- SaaS app performance issues

These performance management challenges can become even more pronounced when organizations host some parts of Citrix infrastructure in the cloud. Problems in the cloud control plane or a Cloud Connector issue in the resource plane can affect session access and user experience. In hybrid cloud environments, it is imperative to get performance visibility across all of the tiers involved.

As a purpose-built monitoring solution for Citrix environments, eG Enterprise provides end-to-end visibility of all components in the Citrix delivery infrastructure. Developed from years of experience working with many of the largest Citrix technology deployments, eG Enterprise embeds domain expertise to collect and report the most critical performance metrics from all the Citrix tiers. Parameters are automatically correlated across the environment, isolating root causes for quick problem triage. The result is rapid resolution to end-user performance complaints, helping to deliver a productive user experience.

The Citrix Ready Program

The Citrix Ready technology partner program offers robust testing, verification, and joint marketing for Digital Workspace, Networking, and Analytics solutions—with over 30,000 partner verifications listed in the [Citrix Ready Marketplace](#).

eG Enterprise for total performance management

eG Enterprise provides a performance management solution tailored to the needs of Citrix administrators. The solution embeds domain expertise to collect and report the most critical performance metrics from all Citrix tiers (Figure 1). eG Enterprise monitors the entire Citrix application delivery infrastructure from a single pane of glass, including the network, storage, virtualization, and the back-end application tiers. A combination of agent-based and agentless monitoring provides:

- Insights into all aspects of the Citrix user experience — including both synthetic and real user monitoring.
- Visibility into every layer and every tier of the Citrix infrastructure — both Citrix and non-Citrix — across the hybrid cloud environment (encompassing network, Microsoft Active Directory, cloud, virtualization, storage, etc.)
- Correlated performance metrics across the Citrix environment that identify the root cause of performance issues.
- Analytics and insights through historical reports for capacity planning, right-sizing, and infrastructure optimization.

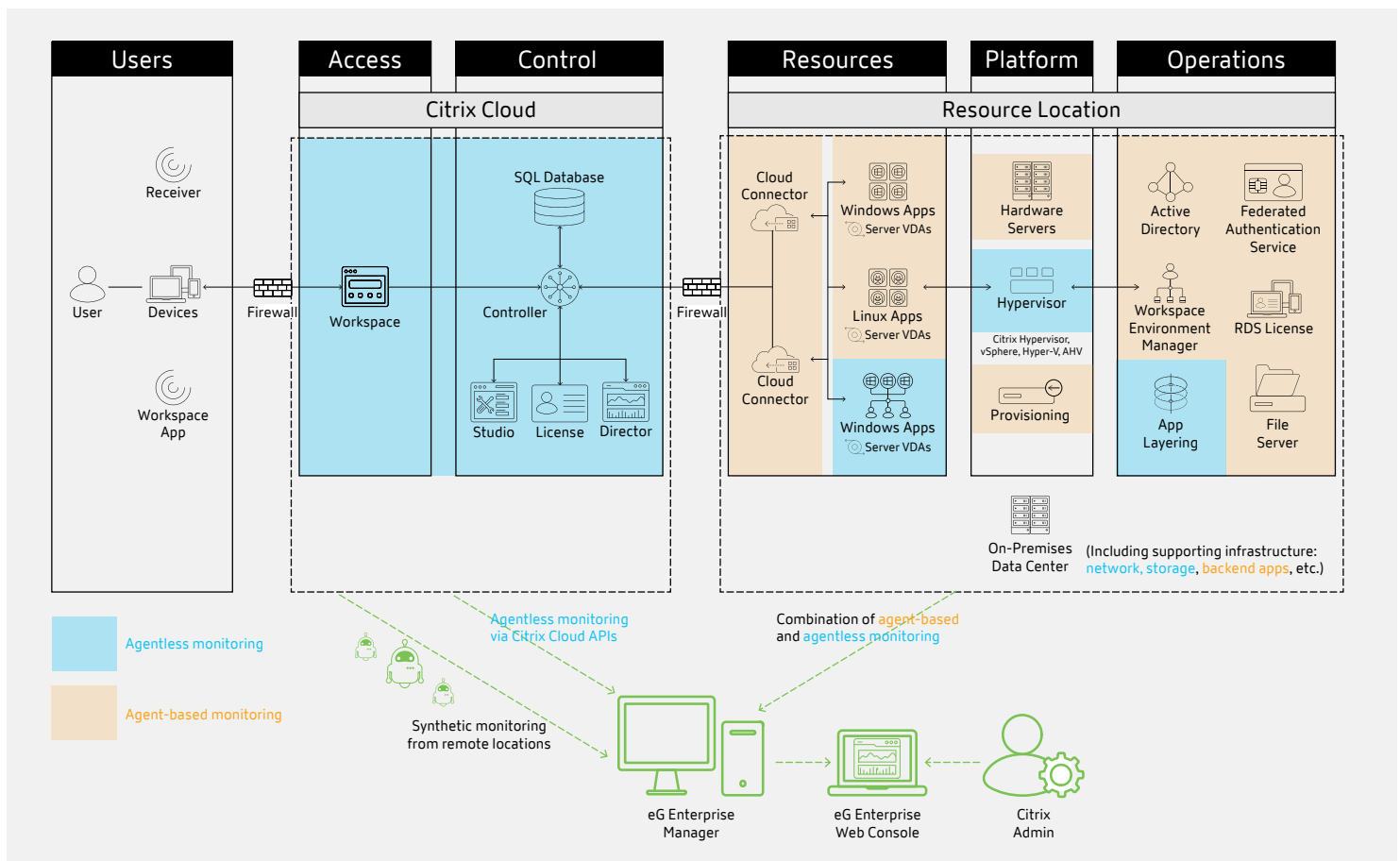


Figure 1. eG Enterprise and Citrix Cloud integration

The Citrix Ready Hybrid Multi-Cloud Program

Citrix understands the importance of a hybrid, multi-cloud strategy to support IT modernization to increase choice, agility, and lower capital expenditures. To help you with your digital transformation journey, the Citrix Ready Hybrid Multi-Cloud Program helps vendors test and validate their products with Citrix Cloud and public cloud vendors.

Single-pane-of-glass visibility for everything Citrix

Citrix Workspace unifies access to Citrix Virtual Apps and Desktops, comprehensive SaaS app control, and access to files and data via Citrix Content Collaboration. eG Enterprise supports this broad range of capabilities with patented performance correlation and root cause diagnosis technology. The technology helps administrators focus on a smaller number of root causes without being distracted by proliferating downstream effects.

Universal IT monitoring technology

eG Enterprise's universal monitoring technology (Figure 2) enables the unified IT monitoring of 500+ applications, 10+ operating systems, 10+ virtualization platforms, and 20+ storage devices. Based on embedded domain expertise, eG Enterprise provides performance monitoring insights into end-user experience, business transactions, and applications and their supporting infrastructure (whether physical, virtual, or cloud).

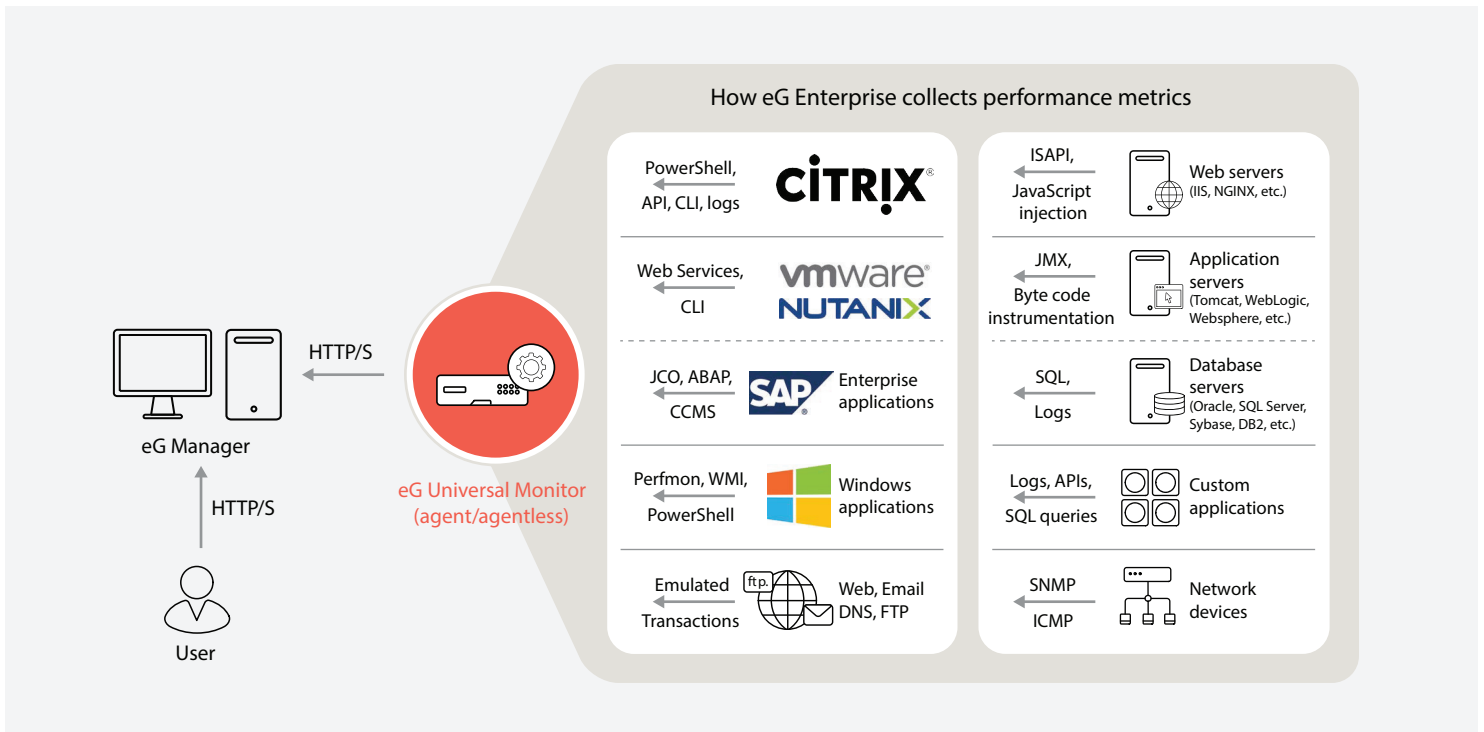


Figure 2. eG Enterprise supports a wide range of applications and environments

Automatic baselining through machine learning

Setting thresholds manually for thousands of performance metrics is tedious, time-consuming, and requires a great deal of expertise. eG Enterprise auto-baselines all the metrics it collects. By analyzing historical data, it automatically determines time-varying thresholds. Multiple threshold levels are supported to allow problem escalation. Alerts trigger when deviations from the norm occur. Administrators are then proactively notified before problems escalate and impact user experience.

Citrix Cloud

Citrix Cloud makes it easy for IT teams to consolidate and deliver Windows and Linux virtual apps and desktops, web apps, and other cloud services through a single solution.

Automatic performance correlation and root cause diagnosis

Given growing interdependence within IT infrastructure, a problem in one tier can cascade and affect all the other tiers. New interdependencies introduced by virtualization and cloud computing further complicate matters. eG Enterprise embeds the industry's first truly virtualization- and cloud-aware root-cause diagnosis technology. Capable of discovering application-to-application, application-to-VM, VM-to-host, and host-to-storage dependencies, eG Enterprise correlates performance alerts from different tiers and automatically identifies where the root cause lies.

Built-in reports and analytics for trending, forecasting, and capacity planning

eG Enterprise provides personalized views for different stakeholders in the organization. Real-time dashboards can be created and viewed in minutes. Aggregated metrics provide enterprise-wide perspectives of IT demand, quality, and utilization. eG Enterprise also offers comprehensive pre-built and custom reports, including:

- High-level IT service performance reports
- Deep-dive operations reports
- Trending and forecasting reports
- Capacity planning and infrastructure right-sizing

Conclusion

The combination of Citrix Workspace and eG Enterprise yields end-to-end performance visibility across every tier and every layer of the Citrix environment. Users benefit from a performant and productive environment while eG Enterprise technology helps eliminate finger-pointing between IT teams. Citrix administrators can pinpoint performance issues across hybrid cloud deployments – reducing the mean time to resolution of performance issues while proactively detecting and resolving performance issues that can impact the user experience.

For more information, view eG Innovation's profile on the Citrix Ready Marketplace at citrixready.citrix.com/eg-innovations.html.



About eG Innovations

eG Innovations is a world leader in application performance and IT infrastructure monitoring. Working with Citrix technologies for over 15 years, eG Innovations has developed strong domain expertise to collect metrics and analyze problems in digital workspace environments. Some of the largest deployments of Citrix in the world, spanning tens of thousands of servers, rely on eG Innovations for performance monitoring. Citrix itself uses eG Innovations' solutions for monitoring the lab infrastructures of their global conferences Citrix Synergy and Citrix Summit.

To learn more visit www.eginnovations.com.



About Citrix Ready

The Citrix Ready technology partner program offers testing and verification for joint Digital Workspace, Networking, and Analytics solutions. After a robust testing process, validated partner solutions are listed in the Citrix Ready Marketplace, giving customers and channel partners a simple and effective way to explore and select Citrix Ready verified solutions—increasing confidence while reducing risk.

Learn more at citrixready.citrix.com.



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