

Deliver peak performance, user satisfaction, and ROI for your Azure Virtual Desktop services



Key Benefits

- ✓ Proactively auto-test the performance and availability of applications and desktops to detect service degradation and outages enabling remediation before real users are affected.
- ✓ Out-of-the-box configuration of metrics and alerting thresholds remove the overhead of manual configuration.
- ✓ Dynamic auto-baselining and AIOps provide automated root cause diagnosis and anomaly detection removing the need for specialist staff to pinpoint the cause of issues.
- ✓ Comprehensive ready-to-go and customizable dashboards and reports provide unified overviews and insights for AVD, wider Azure and on-premises deployments to IT and business management.
- ✓ Built-in reports aid compliance reporting and enable infrastructure and cost optimizations.



eG Innovations has invested heavily in the digital workspace monitoring space so that you can deliver the best experience possible to your end users wherever they are and from whatever device they use. With user experience-focused metrics, dashboard enhancements, etc., eG Enterprise is uniquely positioned to address UX challenges.

George Spiers
CTP & MCSE



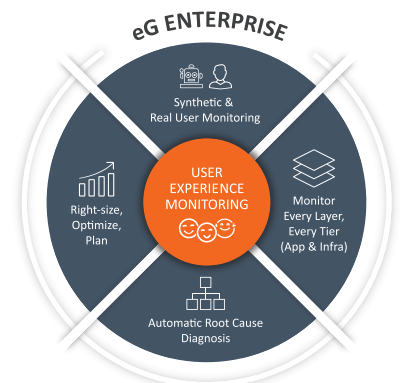
Need for AVD Monitoring

Microsoft Azure Virtual Desktop - AVD is the most popular cloud-hosted virtual desktop service that organizations worldwide are adopting. AVD provides many features including multi-session Windows 11 experience, simplified management, optimizations for Office 365, support for Microsoft RDS, and much more.

For AVD to become the preferred means of providing digital workspaces, it must be simple to monitor, diagnose, and report on. Microsoft's Azure Monitor, the administration tool for AVD can be used for monitoring. However, setting up monitoring dashboards is tedious and time-consuming, and the web navigation is not intuitive. Hence, IT Operations teams need a simple-to-use, purpose-built monitoring, diagnosis, and analytics solution for AVD.

eG Enterprise - Complete User Experience Monitoring

eG Enterprise is a purpose-built monitoring solution for digital workspaces. Its integration with AVD allows IT administrators to monitor and manage all aspects of user experience - from ensuring fast response to troubleshooting problems quickly and rapidly to proactively planning their deployments.



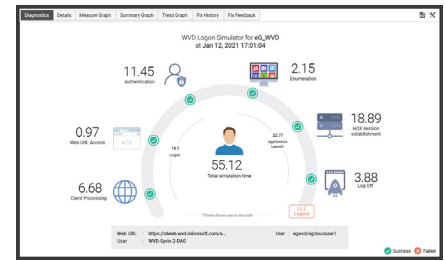
With eG Enterprise for AVD, IT teams can:

- **Monitor all aspects of user experience** - logon time, application launch time, frame rate, connection bandwidth - using a combination of synthetic and real user monitoring.
- **Get end-to-end visibility** into the performance of all the IT tiers supporting AVD including the Azure cloud infrastructure, network connectivity, virtual desktops, session hosts, host pools, and the user endpoints.
- Be proactively and accurately alerted to the root-cause of problems using a combination of **AIOps** technologies including **automatic baselining of metrics** and intelligent **dependency-based correlation rules**.
- **Obtain analytics and insights** using which they can determine how to optimize the AVD infrastructure to accommodate more users and thereby deliver greater ROI for the organization.

eG Enterprise's wide range of AVD monitoring capabilities

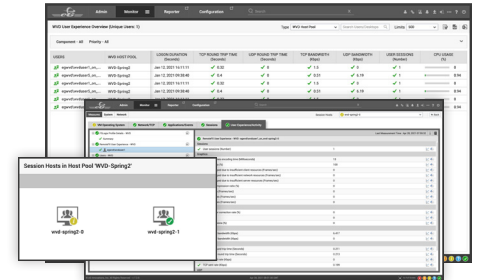
Track the Experience of AVD Users

- Use the purpose-built AVD logon simulator to simulate user sessions and identify times when user logon is slow or not working.
- Passively observe user activity on multi-user Windows desktops and report when slowness in application launches, application crashes or network connectivity issues are observed.



Get At-A-Glance Views of your AVD Environment

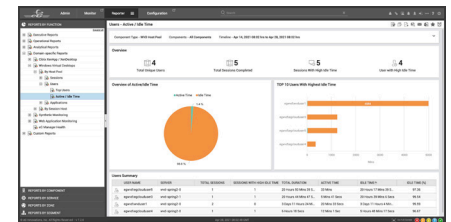
- Don't spend hours configuring dashboards and metrics to track. Pre-defined dashboards provide a consistent view of workspace workloads and performance. Monitor Citrix, VMware Horizon, AWS workspaces and AVD sessions from a single pane of glass.
- Get comprehensive monitoring of all AVD components - Azure account, Azure Active Directory, Host pools, Session hosts, etc. - from one single pane of glass.
- Get insights into all aspects of user activity - session logon, application launch, active/idle times, resources and bandwidth usage, session disconnections, logoffs, etc.



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

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

- Report 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 and enhanced infrastructure.



Why eG Enterprise for AVD Monitoring?

- Built by digital workspace experts based on over a decade of experience with some of the largest virtual desktop deployments, eG Enterprise provides granular insights into VDI performance, like no other monitoring tool can.
- If you are using AVD in conjunction with any other digital workspace solution, **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 AVD monitoring in minutes.**
- Designed-for-cloud transferable licensing allows you to baseline migrations and transfer your eG Enterprise licenses as you migrate from on-premises technologies, such as Citrix or VMware.

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a centre 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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