

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



### Key Benefits

- ✔ Proactively auto-test the availability and performance of Azure Virtual Desktops, detect service degradation and enable remediation before users notice and complain.
- ✔ Complete end-to-end visibility into Azure Virtual Desktop delivery through monitoring every layer and every tier.
- ✔ Pre-configured metrics and alert thresholds remove the overhead of manual configuration.
- ✔ Dynamic auto-baselining and AIOps technologies enable automatic root-cause diagnosis and anomaly detection. This removes the need to involve specialists for troubleshooting every issue.
- ✔ Ready-to-use and customizable dashboards provide comprehensive insights into user activity and experience, resource usage, and performance of all AVD tiers.
- ✔ Built-in reports enable infrastructure and cost optimizations as well as compliance auditing.



*I'm impressed with what eG Enterprise has to offer in end-to-end monitoring for Azure Virtual Desktop. The auto discovery capabilities, including out of the box thresholds, allow for easy and fast configuration. Getting detailed insights in logon duration, application launch times and the perceived end user experience is great. The ability to gather load simulation tests details using a synthetic user is super helpful and the way they are displayed in the console is great.*

**Freek Berson**

Azure Virtual Desktop evangelist & enthusiast

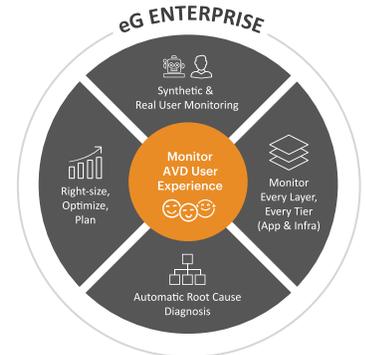


Microsoft Azure Virtual Desktop - AVD is the most popular cloud-hosted virtual desktop service that organizations worldwide are adopting. AVD provides many features including multi-session Windows experience, simplified management, optimizations for Office 365, support for Microsoft RDS, and much more.

Organizations adopting AVD must ensure optimal user experience, performance and service reliability, while minimizing manual effort and Azure costs. A simple-to-use, purpose built monitoring, diagnosis and analytics solution such as eG Enterprise allows administrators to go beyond the limitations of Azure Monitor. Administrators do not have the tedious task of manually configuring thresholds, dashboards and alerts. Built-in reports eliminate the need for administrators to learn and write Kusto (KQL) queries.

### eG Enterprise: Complete, End-to-End Monitoring of the Azure Virtual Desktop Service

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 - by ensuring fast response, troubleshooting problems quickly and easily, and 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 unparalleled end-to-end visibility** into the performance of your Azure Virtual Desktops. Monitor the entire AVD service delivery chain: Azure subscription, Azure AD, Azure Host Pools, brokering, session hosts, FSLogix profiles, Azure storage and more.
- Be proactively and accurately alerted to the root-cause of VDI 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 AVD infrastructure and right-size VMs to accommodate more users and thereby deliver greater ROI.

## eG Enterprise's wide range of AVD monitoring capabilities

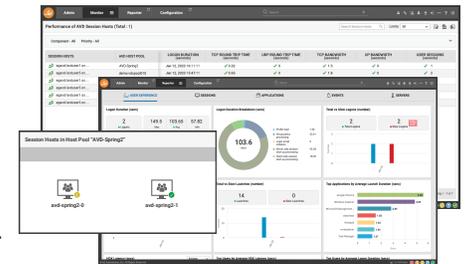
### Track the Experience of AVD Users

- Use the purpose-built AVD logon simulator to simulate user sessions and identify times when user logon is slow or not working.
- Automatically monitor all user activities on multi-user Windows hosts and proactively alert on abnormalities such as slow application launches, application crashes or network connectivity issues.



### Get At-A-Glance Views of your Digital Workspaces

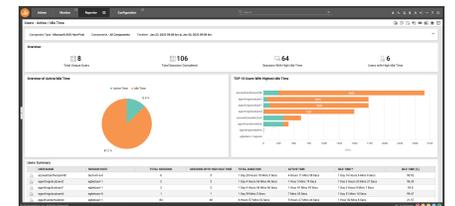
- Don't spend hours configuring dashboards and metrics to track. Pre-defined dashboards provide a consistent view of session workloads and performance. Monitor Citrix, VMware Horizon, Amazon WorkSpaces and AVD sessions from a single pane of glass.
- Simple to implement and easily integrated with Nerdio Manager, eG Enterprise provides comprehensive monitoring and reporting for all AVD components - Azure subscription, Azure AD, Session hosts, Host pools, FSLogix profiles, Azure storage, etc.
- Get insights into all aspects of user activity - session logon, application launch, active/idle times, resources and bandwidth usage, session disconnects, 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:

- 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. Configuration change tracking capability allows auditing of any changes.



### 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 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).

### 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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