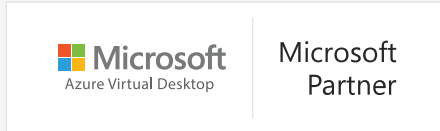


Deliver Peak Performance, User Satisfaction, and ROI for your Azure Virtual Desktop Services



Key Benefits

- ✔ **Detect and resolve AVD issues before users complain** through proactive auto-testing of Azure Virtual Desktops availability and performance.
- ✔ **Pinpoint the exact cause of virtual desktop slowness** using complete, end-to-end visibility – from endpoint to virtual desktop and beyond.
- ✔ **Detect usage and infrastructure anomalies** using dynamic auto-baselining and AIOps technologies. This removes the need to involve specialists for troubleshooting every issue.
- ✔ **Enable role-based access and personalized views** for different stakeholders (e.g., architects, helpdesk, admins, executives) using ready-to-use dashboards and reports
- ✔ **Facilitate right-sizing, cost optimization and compliance auditing** using built-in reporting capabilities.



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

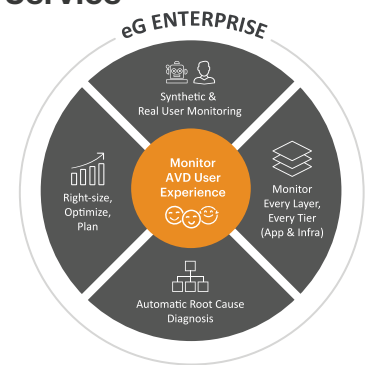


Microsoft Azure Virtual Desktop - AVD is the most popular cloud-hosted virtual desktop service that organizations worldwide are adopting. AVD provides many features including multi-session Windows experience, simplified management, optimizations for Office 365, support for Microsoft RDS, and much more.

Organizations adopting AVD must ensure optimal user experience, performance and service reliability, while minimizing manual effort and Azure costs. A bottleneck anywhere in the service delivery chain can result in user complaints that the “desktop is slow” and it can take several hours of manual effort to determine why. The built-in Azure Monitor tool requires administrators to manually configure metrics to track, thresholds to compare with and dashboards to view. Generating reports often involves the need to write complex Kusto (KQL) queries. The lack of simple, role-based access also means that Azure administrators are often required to handle routine user complaints.

eG Enterprise: Ready-Made Monitoring, Diagnostics and Reporting for Azure Virtual Desktop Service

eG Enterprise is a simple-to-use, purpose-built monitoring solution for AVD. Pre-defined monitoring models compare performance with best practices. Pre-configured baselines alert to deviations from the norm. IT administrators have access to dashboards and reports through which they can identify the root-cause of issues in minutes.



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 entire AVD service delivery chain: endpoints, Azure subscription, Azure Entra ID, Azure Host Pools, brokering, session hosts, FSLogix profiles, Azure storage and even the applications accessed.
- **Be proactively and accurately alerted** to the root-cause of VDI problems. An 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.
- **Deliver meaningful insights to all the relevant stakeholders**, minimizing finger-pointing, enhancing service uptime and reducing MTTR.

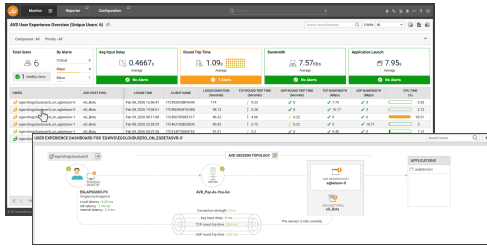
Wide Ranging AVD Monitoring Capabilities

Monitor and Diagnose AVD User Experience

- Use the purpose-built AVD logon simulator to simulate user sessions and identify times when user logon is slow or not working.
- Simulate full user sessions using OCR record/replay technology and detect times when application latency is affecting user experience.
- Correlate endpoint latency with AVD performance and highlight scenarios where Wi-Fi connectivity on user endpoints is resulting in slow access.



Get At-A-Glance Views of your Digital Workspaces

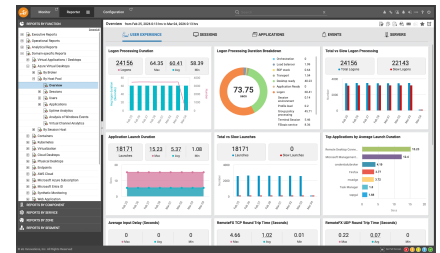


- Don't spend hours configuring dashboards and metrics to track. Pre-defined dashboards provide a consistent view of session workloads and performance. Monitor Citrix, Ommissa Horizon, Amazon WorkSpaces and AVD sessions from a single pane of glass.
- Simple to implement and easily integrated with Nerdio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

Use Pre-Built AVD Performance and Usage Reports for Compliance and 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.

- ✓ Leverage eG Enterprise SaaS and get started with AVD monitoring in minutes.
- ✓ Extensive simulation capability to ensure AVD is working as expected.
- ✓ Ready solution for AVD: Pre-defined metrics, pre-configured and auto-computed thresholds, out-of-the-box dashboards as well as the top 25 reports that any AVD admin needs without the need to write complex queries.
- ✓ Monitor multiple digital workspaces and Azure subscriptions from one console, with consistent alerts, dashboards and reports. This makes the learning curve short for IT administrators.
- ✓ Cost-effective: Licensed by users, not per metric or threshold.
- ✓ Designed for enterprise IT teams, get personalized views for different stakeholders.
- ✓ Integrates seamlessly with all major ITSM tools (e.g., ServiceNow) and business insight tools (e.g., 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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