

Amazon AppStream 2.0 Monitoring Simplified with eG Enterprise



Key Benefits

- ✔ Assurance and security with an **AWS Digital Workplace Competency validated** monitoring and root-cause diagnostic solution.
- ✔ Proactive and continual monitoring of key logs, metrics and services with **anomaly detection and alerting** set up automatically.
- ✔ **Optimize** AppStream 2.0 resource usage and costs.
- ✔ Proactively monitor user experience and protocol performance with both **real user and synthetic monitoring**.
- ✔ **End-to-end visibility** to differentiate AppStream 2.0 issues, application problems, infrastructure bottlenecks and endpoint problems.



Previously, we had to run after incidents and perform very complex analysis to prove the root cause and its effects. Today, it's just a click in eG Enterprise

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Application Delivery using Amazon AppStream 2.0

Amazon AppStream 2.0 is a fast and secure fully managed application streaming service. Enterprises can empower their remote workforce and react quickly to changing conditions with access to applications and desktops from anywhere on a wide range of devices. Using AppStream 2.0 can strengthen security by storing data on AWS instead of vulnerable endpoint devices and many organizations find AppStream 2.0 helps them optimize costs through on-demand cloud scalability and the pay only for what you use model.

A 360-degree view of Amazon AppStream 2.0 user experience, availability, performance, and usage.

Monitoring AppStream 2.0 and user experience can be challenging for organizations. eG Enterprise offers an AWS Digital Workplace Competency validated solution with metric thresholds and alerting configured out-of-the-box and a wealth of configurable rich dashboards and reports ready-to-go. Features empower users to:

- Monitor user experience using a combination of **synthetic and real user monitoring (RUM)**.
- Track the **performance of all the tiers** involved in supporting application delivery including the local network, the WAN, and AWS access and infrastructure. **Monitor and report on all aspects of application usage and delivery** and access protocol performance.
- Auto-baseline applications and leverage AIOps driven anomaly detection. Built-in **automatic root-cause diagnosis** technology allows the source of problems to be detected in minutes.
- Leverage built-in reports and analytics for compliance reporting, usage tracking, and for scaling the Amazon AppStream 2.0 deployment cost-effectively.

With full multi-tenancy support and tenant self-service features eG Enterprise is suitable for Managed Service Providers (MSP) and larger enterprises. Dedicated views for helpdesk operators and ITSM tool integrations with ServiceNow, JIRA, Autotask and others allow AppStream 2.0 service incidents to be managed within enterprise workflows.

Integrated Monitoring of Any Digital Workspace or Cloud

Use eG Enterprise as a single console for your other AWS infrastructure including Amazon WorkSpaces. Other digital workspace technologies including Citrix, VMware, Microsoft AVD and RDP and more can be monitored alongside and in the same way as your AppStream 2.0 landscape – perfect for evaluating migration success.

Proactively Monitor Service Availability and Logon Performance with Synthetic Monitoring

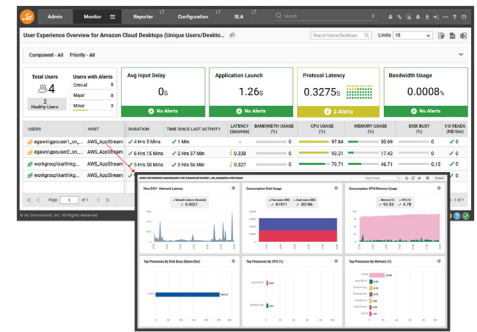
- Purpose-built logon simulator for AWS AppStream 2.0, track application availability and logon performance from any location 24x7. Setup and report on SLAs and compare historical performance across locations and applications.
- Measure the time taken for every step of the logon process from browser access, authentication, session establishment to application launch.
- Use Full Session Simulation to go beyond logon. Simulate real users accessing AppStream 2.0 to ensure applications and the underlying infrastructure are not only available but also performant.



Rich Dashboards and Graphical Insights for Amazon AppStream 2.0

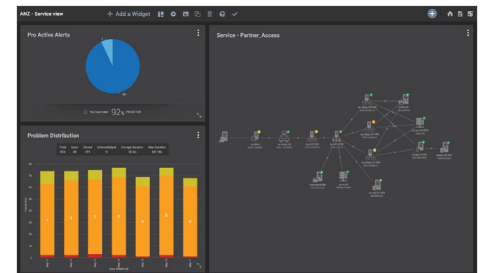
Using a lightweight agent on each virtual machine, track all aspects of the experience seen by real users.

- Out-of-the-box interactive dashboards provide thorough overviews with color-coded overlays alerting of detected issues. Easy to use GUI dashboard editor and builder empowers customization.
- Full support for monitoring and troubleshooting the AppStream 2.0 NICE DCV based protocol.
- Rich auto-discovered topology maps allow complex application and infrastructure dependencies to be visualized.
- Out-of-the-box live and historical reports designed for a wide-range of users in an organization ensure transparency.
- Kiosk / TV-screen and help desk specific views. Mobile apps for iOS and Android allow access to the monitoring platform overviews on smartphones and tablets whilst on-the-move.



AppStream 2.0 Reporting for Optimization and Trending

- Monitor and report on application access and usage for compliance reporting and trending.
- Track and report on who logged in, for how long and what applications they used. Identify the top resource consuming users and what applications they use.
- Analyze application usage patterns and identify potential areas for optimizing resource usage and reduced billing.
- Improve security by identifying dormant and orphaned resources and dormant users.
- Forecast and plan for future capacity needs. Identify if additional CPU/memory resources are required for specific users.



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.