AWS WorkSpaces Monitoring without the overhead of manual configuration and scripting

eG Innovations
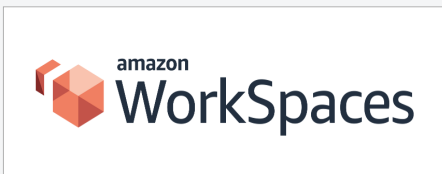
Key Benefits

- ☑ **Generates proactive alerts** based on a variety of AWS WorkSpaces statistics that are collected and analyzed in real-time.

- ☑ **Beyond the capabilities of siloed AWS WorkSpaces** monitoring tools, automatically correlates end-to-end service performance.

- ☑ **Provides trending and service level reports** so you can assess the current capacity of your infrastructure.

- ☑ **Eliminates finger-pointing among IT administrators** Prove it isn't the workspace by ensuring application problems are easily and rapidly isolated.

- ☑ **Quality and assurance,** by using an AWS Digital Workplace Competency verified solution.

> *eG Enterprise is very easy to use and implement. The experience for both administrators and customers is great and quite easy to understand how to work with the system and make the best of it.*

Udi Vogelsang,
Monitoring Specialist, Shufersal
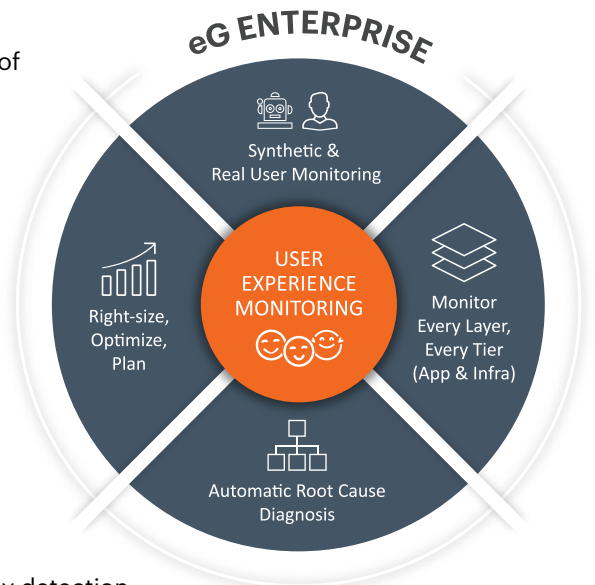
Desktop Delivery using AWS WorkSpaces

Amazon WorkSpaces is a managed, secure Desktop-as-a-Service (DaaS) solution that allows administrators to provision Windows and Linux desktops in minutes. Amazon WorkSpaces greatly simplifies desktop delivery by eliminating the need to manage hardware, OS patches, and Virtual Desktop Infrastructures (VDI). With Amazon WorkSpaces, users get fast, responsive desktops that they can access anywhere, anytime, from any device.

While Amazon WorkSpaces make it possible for administrators to centrally manage and scale desktop deployment, they also make monitoring and management challenging.

eG Enterprise: Your Control Center for AWS WorkSpaces

Get a 360-degree view of AWS WorkSpaces user experience, availability, performance and usage.

- Monitor user experience using a combination of synthetic and real user monitoring.

- Track the performance of all the tiers involved in supporting virtual desktop delivery including the local network, the WAN, and AWS access. Monitor and report on all aspects of desktop usage and access protocol performance.

- Auto-baseline the infrastructure. Built-in automatic root-cause diagnostics and anomaly detection 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 AWS WorkSpaces deployment.

- Multi-tenant MSP features include multi-tenant views, tenant self-service features and MSP friendly licensing and billing.

eG ENTERPRISE

USER EXPERIENCE MONITORING

Synthetic & Real User Monitoring

Monitor Every Layer, Every Tier (App & Infra)

Automatic Root Cause Diagnosis

Right-size, Optimize, Plan

eG Enterprise's wide range of AWS WorkSpaces monitoring capabilities

## Proactively Monitor Service Availability and Logon Performance

- With a purpose-built logon simulator for AWS WorkSpaces, track desktop availability and logon performance from any location 24x7.

- Measure the time taken for every step of the logon process from browser access, authentication, session establishment to desktop launch.

- Use full session simulation to go beyond logon simulation.
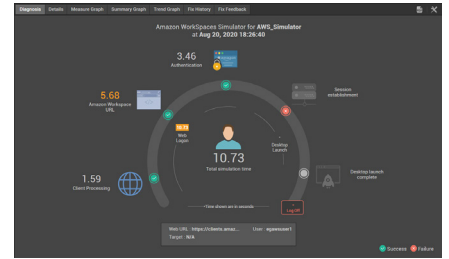
Monitor the Experience of Real Users

Using a light-weight agent on each virtual desktop, track all aspects of the experience seen by real users.

- Track launch time for each application and alert if the operating system takes time to respond to user inputs (user input delay).

- Monitor protocol latencies for each user session. Report on NICE DCV or PCoIP round-trip time, packet loss, bandwidth used etc.

- Track URLs accessed and correlate to browser resource usage patterns, allowing for rapid troubleshooting.
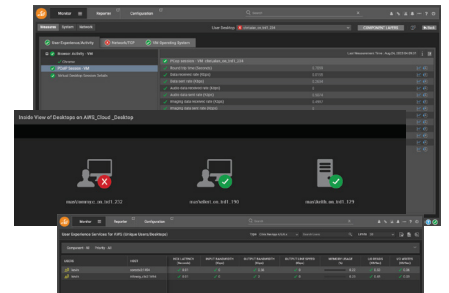
Desktop Usage Reporting for Optimization and Trending

- Track and report on who logged in, for how long and what applications they used.

- Analyze application usage patterns and identify potential areas for optimizing resource usage and reduce billing.

- Report on desktops without users, to identify opportunities to conserve cloud resources.
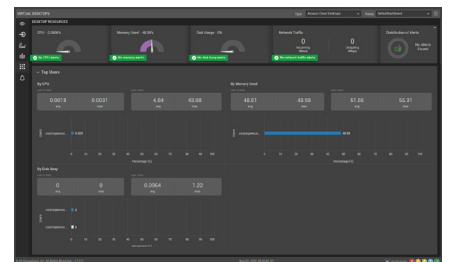
Integrated Monitoring of Any Digital Workspace

With eG Enterprise, your digital workspace monitoring requirements are covered. Irrespective of which combination of digital workspace you choose to deploy, you get consistent monitoring, alerting, diagnosis, and reporting. Our coverage spans AWS and Azure workspaces, Citrix virtual apps and desktops on-premises and in the cloud, VMware Horizon or Microsoft Remote Desktop services. You can monitor your entire digital workspace from a unified, central console and thereby reduce the learning curve for your operations teams.

www.eginnovations.com I sales@eginnovations.com