Citrix XenApp Performance Assurance with eG Enterprise

Total Performance Visibility

Key Benefits

☑ **Get end-to-end performance visibility** across every tier and every layer of your Citrix XenApp service

☑ **Reduce mean time to resolution** with automated performance monitoring and problem diagnosis

☑ **Preemptively detect & resolve performance issues** with automatic baselining of normal system behavior

☑ **Assure XenApp performance and user experience** on virtual and cloud infrastructures

☑ **Right-size your infrastructure** with powerful reporting & analytics that ensure maximum ROI

☑ **Eliminate finger-pointing between IT teams:** Easily determine if it is a Citrix issue or not

> *eG Enterprise makes it fast and easy to identify whether it is a Citrix, network, system, or an application issue and fix bottlenecks quickly. And with predictive alerting, we are one step ahead to resolve emerging problems before they impact the end-user.*
>
> **Donna Jellison**
> St Francis Health Services

The Citrix XenApp Performance Challenge

Citrix-based application access is highly interactive and distributed. All the processing is done on the virtual servers with user interactions alone being handled at the thin clients, so even minor glitches in any of the infrastructure tiers—network, virtualization, storage, or Citrix—can result in degraded performance, poor user experience and loss of productivity.

When performance problems occur, user complaints often focus on the Citrix stack: logon is slow, applications are slow to launch, the screen freezes often, or the session disconnects abruptly, etc.

Citrix admins must be able to identify the cause of the problem:

- Is it due to one of the Citrix tiers?
- Is it because of a bottleneck in the supporting infrastructure?

While the built-in Citrix Director focuses mainly on user session activity, Citrix NetScaler Insight Center does not look beyond application flows. So, for end-to-end visibility, administrators need additional network, virtualization and storage monitoring tools as well. But such a silo-based monitoring strategy is cumbersome, expensive and inefficient.
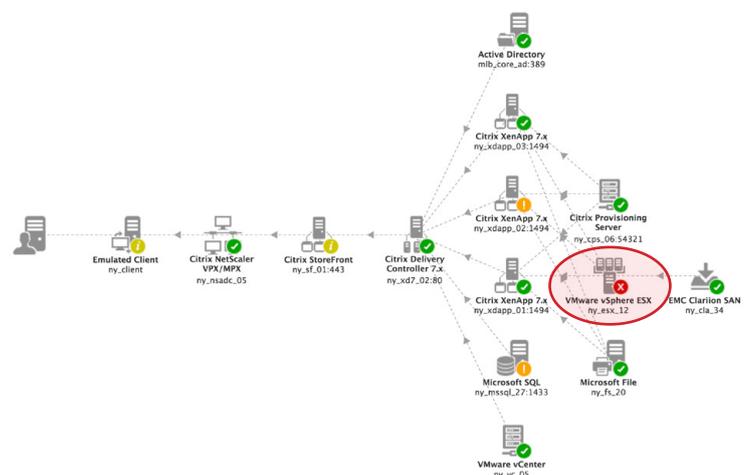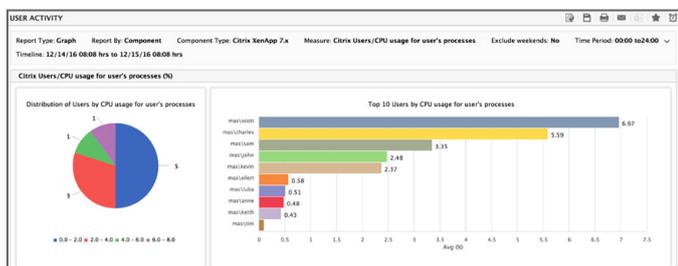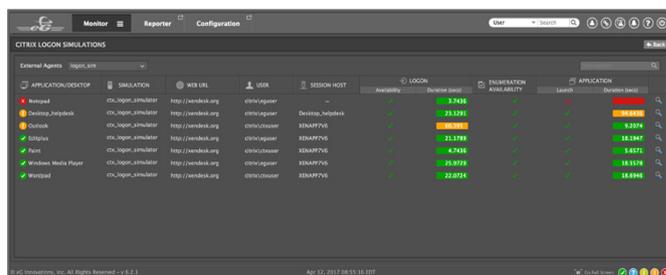
Simplify XenApp Monitoring with eG Enterprise

eG Enterprise is a purpose-built monitoring solution tailored to the needs of Citrix administrators. Developed from years of experience working with many of the largest deployments of Citrix technologies, eG Enterprise embeds domain expertise to collect and report the most critical performance metrics from all the Citrix tiers.

CITRIX Ready

- From a **single pane of glass**, monitor the entire Citrix application delivery infrastructure including the network, storage, virtualization, and the backend application tiers – across on-premises and Citrix Cloud environments

- eG Enterprise embeds an industry first, **virtualization-aware root cause diagnosis** technology that auto-correlates across all of the metrics collected to determine where the cause of the problem originates

End-to-end performance monitoring of Citrix infrastructures

Preemptive Performance Monitoring

- Monitor user experience in real time, and be the first to identify XenApp session slowness

- Simulate user logons to your Citrix farm 24x7 with the built-in Citrix Logon Simulator, and solve logon problems proactively

- Automatically correlate across metrics from different tiers to find and fix issues before users complain

Right-Sizing Citrix XenApp Infrastructures

- Identify bottlenecks, top users, top applications to right-size your environment for maximum ROI

- Gain critical insight into performance and usage trends of virtualized and physical XenApp infrastructures

- Make informed decision on GPU investment by analyzing utilization trends

Key Capabilities for XenApp Performance Monitoring in eG Enterprise

User Experience	HDX Channels	User & Application Activity
- Logon time - Profile load time - Application launch time - Screen refresh latency - Client network latency - StoreFront response time	- Bandwidth used - Audio bandwidth - Video band width - Printer bandwidth - Drive bandwidth - Framehawk frames per second	- Top users by CPU, memory, IOPS, GPU - Top applications by CPU, memory, IOPS, GPU - URLs accessed by users

XenApp Sessions	Citrix Tiers	Supporting Infrastructure
- Who logged in and when - What application did they access - When disconnects happen - Idle time in session - Top users by session duration	- NetScaler - StoreFront - Provisioning Services - Delivery Controller - License server - Data store	- Virtualization platform - Storage - Network in data center - Network to user terminals - Infra services – AD, DNS - Cloud

eG Enterprise is Citrix Ready certified for monitoring XenApp, XenDesktop, XenServer, XenMobile, and NetScaler.

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.