MONITORING VMWARE HORIZON USING EG ENTERPRISE

End-to-End Performance Assurance for Digital Workspaces

Ensuring Great User Experience for Your Digital Workspace

One of the biggest challenges that VDI admins face today is when an end-user calls up and complains that their application or desktop is slow. Troubleshooting problems in digital workspace environments can be hard as there are various dependencies within the VMware Horizon stack as well as with other tiers (network, storage, virtualization, Active Directory, etc.) Trying to figure out the root cause can be a laborious and time-consuming process.

eG Enterprise from eG Innovations is a purpose-built, end-to-end digital workspace monitoring solution that provides in-depth insights into VMware Horizon application and desktop virtualization performance. From a single pane of glass, VDI admins can monitor user experience of every user and every session on every device and get actionable alerts that help them identify the root cause of performance problems. You can troubleshoot all your VDI issues, such as slow logons, slow app/desktop launch, session disconnects, and more with intelligent analytics from eG Enterprise.

Monitor All Aspects of VMware Horizon User Experience

Using a combination of two approaches – synthetic and real user monitoring – eG Enterprise monitors digital user experience. Synthetic monitoring allows simulation of user logon to proactively test logon connectivity 24x7. Real user monitoring provides real-time insights into user experience of every user connected to a Horizon session.

- Identify whether the user is connecting through a PCoIP, Blast Extreme or RDP session
- Monitor user experience KPIs such as logon time breakdown, app/desktop launch time, disconnects, application crashes, hangs, errors
- Track resource usage (CPU, memory, disk, GPU, network) of every session
- Leverage proactive alerts and be the first to know of user experience issues
- Correlate performance across the Horizon infrastructure to detect the root cause of problems

Figure 1: Intuitive dashboards with deep-dive insights into user experience and Horizon performance

> "eG Enterprise provides the best value for the money coupling visibility an excellent reporting. Using its automatic root cause analysis, we avoided throwing money at the problem and realized $20,000 in savings immediately."
>
> — ROBERTO TROMBINO, PARTNER SOLUTIONS

VMWARE
VMware®, a global leader in cloud infrastructure and digital workspace technology, accelerates digital transformation by enabling unprecedented freedom and flexibility in how our customers build and evolve IT environments.

EG INNOVATIONS
eG Innovations® is a leading provider of application and IT infrastructure monitoring solutions. Many of the world's largest business use eG Innovations' solution to enhance IT service performance, increase operational efficiency and deliver on the promise of transformational IT investments across on-premises, cloud and hybrid IT environments.
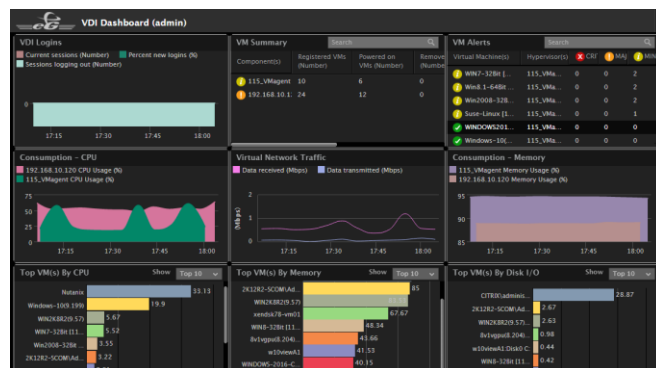
BENEFITS TO VMWARE CUSTOMERS

eG Enterprise is used by hundreds of businesses worldwide to solve their IT performance challenges. Using eG Enterprise, you can:

- Deliver stellar user experience for digital workspace end-users
- Accelerate troubleshooting and problem triage with automated root cause diagnosis
- Uncover performance abnormalities and anomalous patterns from historical performance analytics
- Optimize the VMware environment and increase ROI
- Plan capacity wisely by forecasting when hosts and guest VMs will run out of resources
- Increase IT operational efficiency for VMware performance management

SEE EG ENTERPRISE IN THE VMWARE SOLUTION EXCHANGE (VSX)
https://marketplace.vmware.com/vsx/solutions/the-eg-enterprise-suite

TRY THE EG ENTERPRISE LOGON SIMULATOR FOR VMWARE HORIZON

- Simulate user logons and proactively catch issues before real users are affected
- Identify the exact step of the logon process, which is causing slowness
- Test application/desktop availability and logon performance 24x7
- Establish baselines and compare user experience across locations

www.eginnovations.com/express

Inside-Outside Monitoring of Virtual Desktops

eG Enterprise provides 360° into the performance of virtual desktops using a patented inside-outside monitoring technology.

- **Outside view of desktops:** Measures resource usage levels of desktops to find out which virtual machine is consuming the most resources for right-sizing.
- **Inside view of desktops:** Looks inside a virtual desktop and tracks user activity and application usage to determine why there is excessive resource consumption.
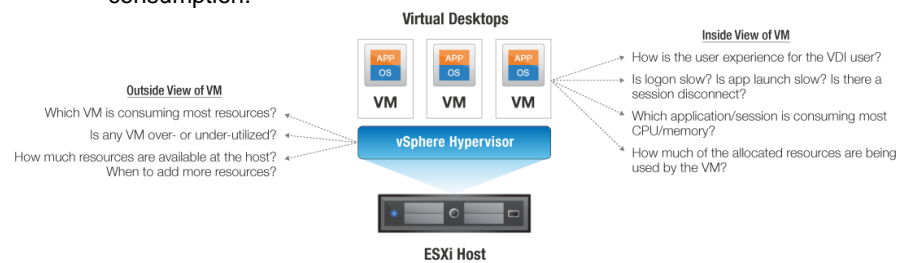

Figure 2: Key performance and capacity questions answered by eG Enterprise

Speed Up Performance Troubleshooting with Root Cause Analysis

eG Enterprise monitors every layer and every tier of the VMware Horizon landscape including the Connection Server, Composer, vSphere/ESXi, App Volumes Manager, Security Server, and more. By auto-correlating performance across all VMware components and the supporting infrastructure (network, AD, storage, etc.), eG Enterprise automatically pinpoints the root cause of problems. VDI admins can immediately find the reason why their users are complaining of slowness and fix the issue pronto.

Besides monitoring the Horizon infrastructure, you can also use eG Enterprise to monitor application workloads accessed through Horizon, such as SAP, Java, .NET, Oracle, SharePoint, etc.

eG Enterprise also supports monitoring of VMware Cloud on AWS environments.

Next Steps

To learn more about eG Enterprise for VMware Horizon monitoring, visit: https://www.eginnovations.com/solutions/vmware-horizon.

Get a free trial of eG Enterprise to try it in your VMware environment: https://www.eginnovations.com/FreeTrial.