

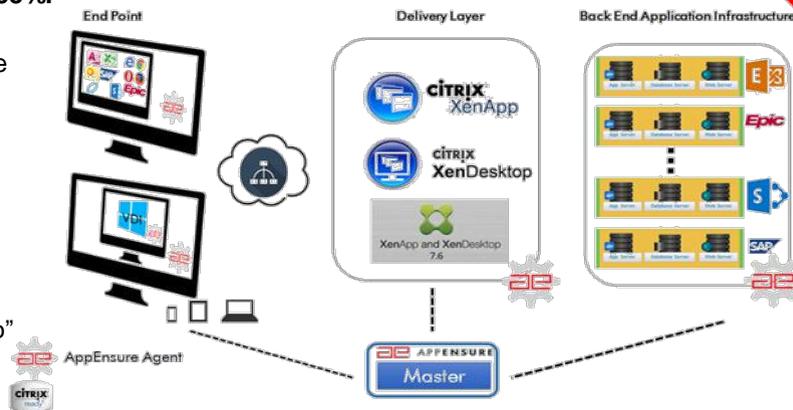
Citrix XenApp & XenDesktop Performance Assurance

End-User Centric APM

AppEnsure provides a new innovative approach in managing real end-user experience in Citrix XenApp(XA) and XenDesktop(XD) environments. AppEnsure uniquely correlates the real end-user response time experience with the application-delivery infrastructure performance, providing contextual, actionable intelligence to reduce resolution time of application outages and slowdowns **by up to 95%**.

Providing consistent end-user experience for the virtual desktop interface (VDI) and applications delivered via XA/XD presents tough challenges to IT Ops. AppEnsure helps you solve the common complaints heard from your users:

- “I can’t login” and “login is slow”
- “I can’t get to my virtual desktop”
- “It takes too long to launch my virtual desktop”
- “The application did not launch”
- “The application is slow to launch”
- “My access is slow”
- “My session drops randomly while working”
- “The screen refreshes very slowly”
- “There is a big lag between my keystrokes and their echo on the screen”



Key Features

- Auto Discovery and Auto Mapping of Topology
- Logon & Session Analysis
- Unprecedented End-to-End visibility
- End to End response time and throughput
- Auto correlates each user’s and VDI’s access of backend infrastructure
- Backend response time for each user for every application & VDI accessed
- End-User Behavior pattern
- Auto discover which user is accessing what application and when
- Response Time deviations proactively diagnosed for each user
- Real-time Root Cause with actionable intelligence for IT Ops to resolve
- Real traffic in real-time – Not synthetic transactions or estimations
- Eliminate noise – focus on end user experience
- Predictive, Proactive and Preventive alerts

Key Differentiators



Where traditional tools rely on commodity data available through WMI, WMC and other sources to provide commodity results in estimating the end-user experience, AppEnsure calculates unique metrics – response time and throughput – for every application & VDI accessed by the end-user.



AppEnsure auto discovers the service dependencies of the Citrix farm as well as the back-end infrastructure, continuously monitoring the availability and responsiveness of those services.

Any sluggish behavior of the underlying infrastructure components and services are detected in real time, alerting IT Ops of the preventive actions to be taken to ensure the user experience meets expectation and SLA.



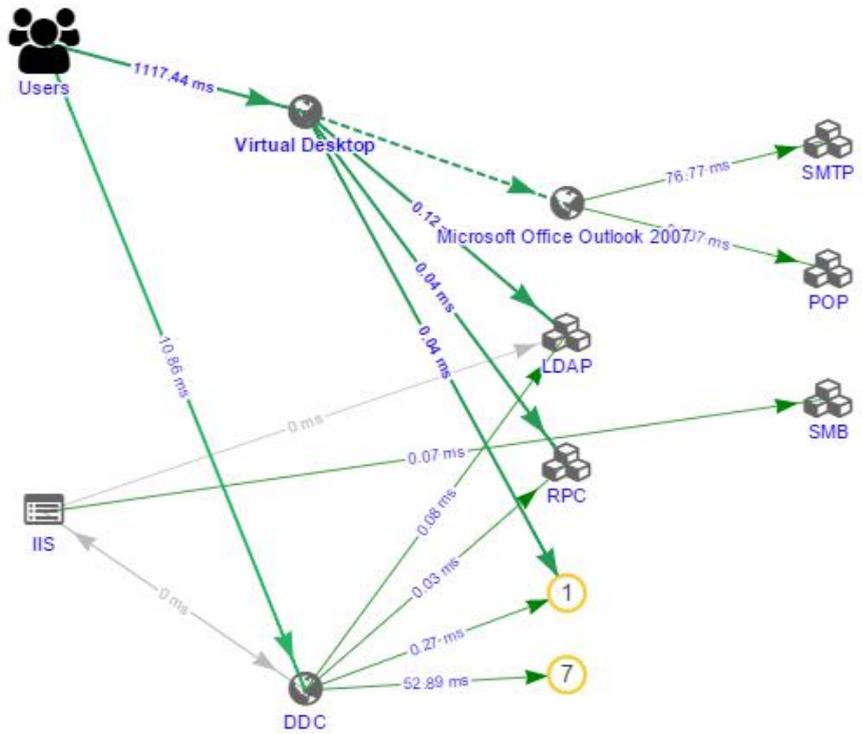
AppEnsure develops baselines for response time and throughput based on the time, day, week and month. This contextual intelligence provides understanding of the user experience for each application and VDI, empowering IT Operations to architect the deployment to optimize business productivity.

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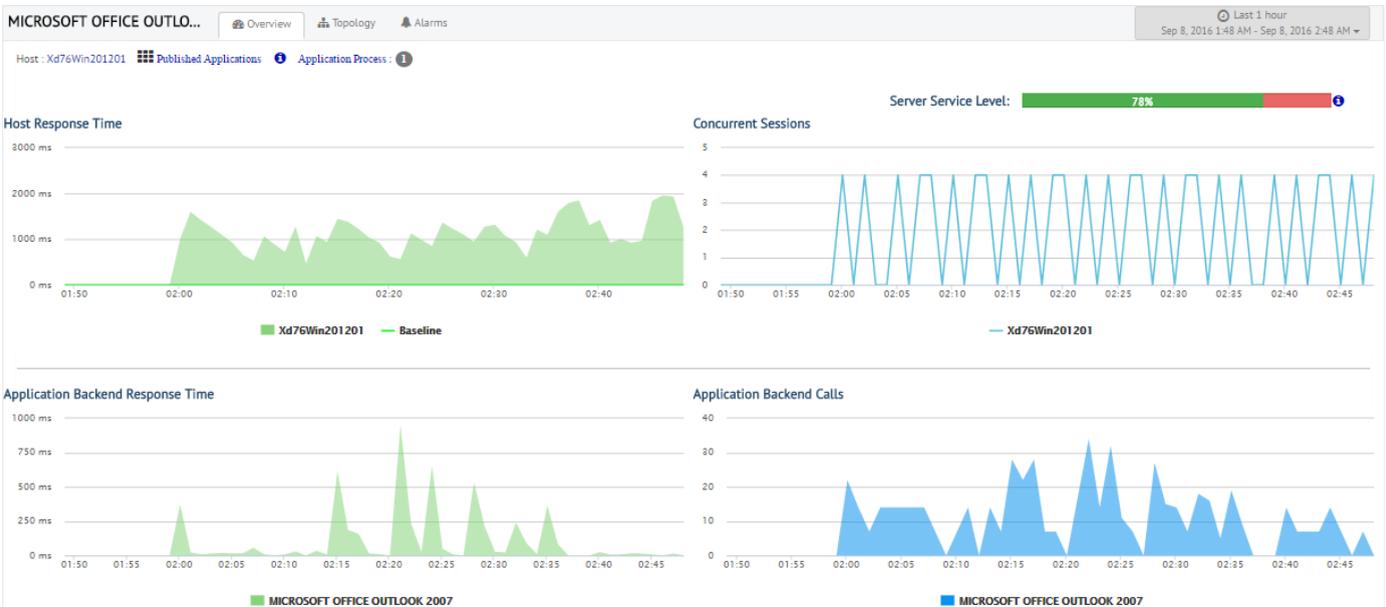
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Unprecedented Visibility

AppEnsure automatically maps the topology of the delivered applications and VDIs, hop by hop and end to end. This visibility extends beyond the Citrix farm to the back-end infrastructure on which the delivered applications and VDIs are supported.



Back-end Response Times



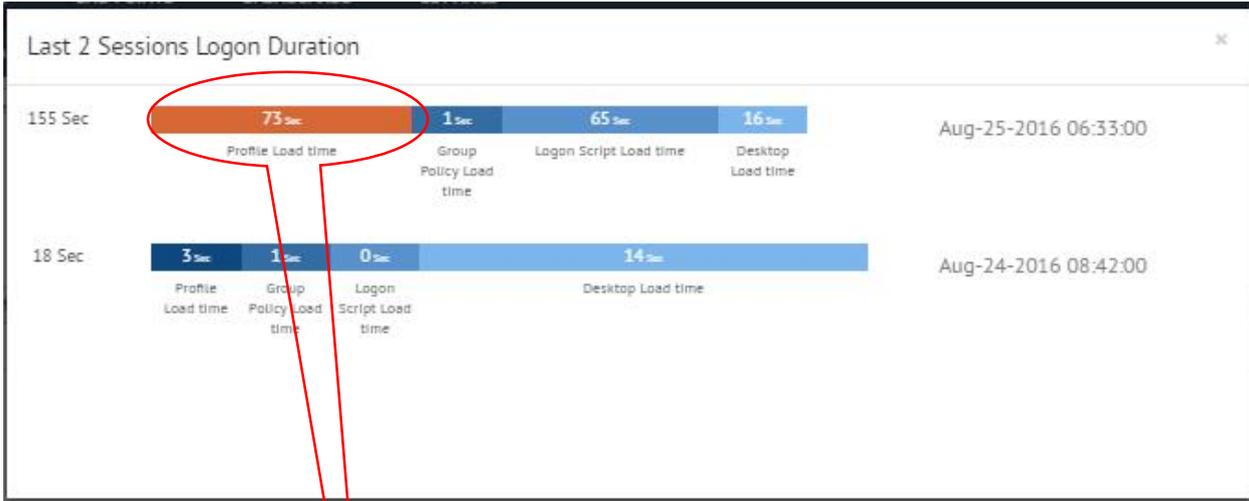
AppEnsure calculates the response time of the host delivering the applications and VDIs, the back-end response times for each user individually and the overall average of all users of those applications and VDIs.

AppEnsure provides APM for IT Operations to proactively manage network end-user experience.
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Logon Analysis & Diagnostics



JOHN Overview Applications Alarms Machine Details End Point

Alerts

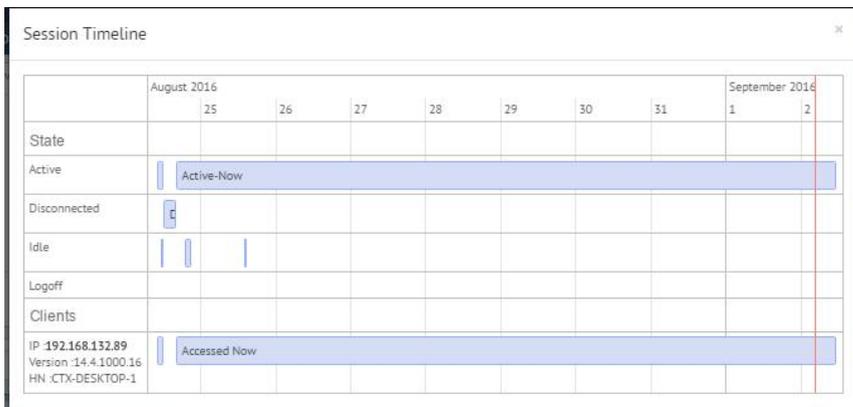
Severity	Alarm Summary	Latest Time Frame
Critical	TC Connection establishment is >800ms due network latencies.	Tue Aug 25 11:50:00 2016
Critical	Session Logon Duration is >30 sec for JOHN	Tue Aug 25 12:10:00 2016

Explanation: Longer Profile load time because of Roaming profile usage.

UserName	Time Stamp	Count
JOHN	Tue Aug 25 12:10:00 2016	1

AppEnsure analyzes the logon duration for each session for every user of XA/XD and provides comparison of the logon process for all sessions that a particular user has previously experienced. If the logon duration exceeds the specified threshold value (auto-baselined or IT Ops specified), diagnostics are performed to determine which particular phase within the logon process has taken a longer time than the set threshold period.

Session Timelines



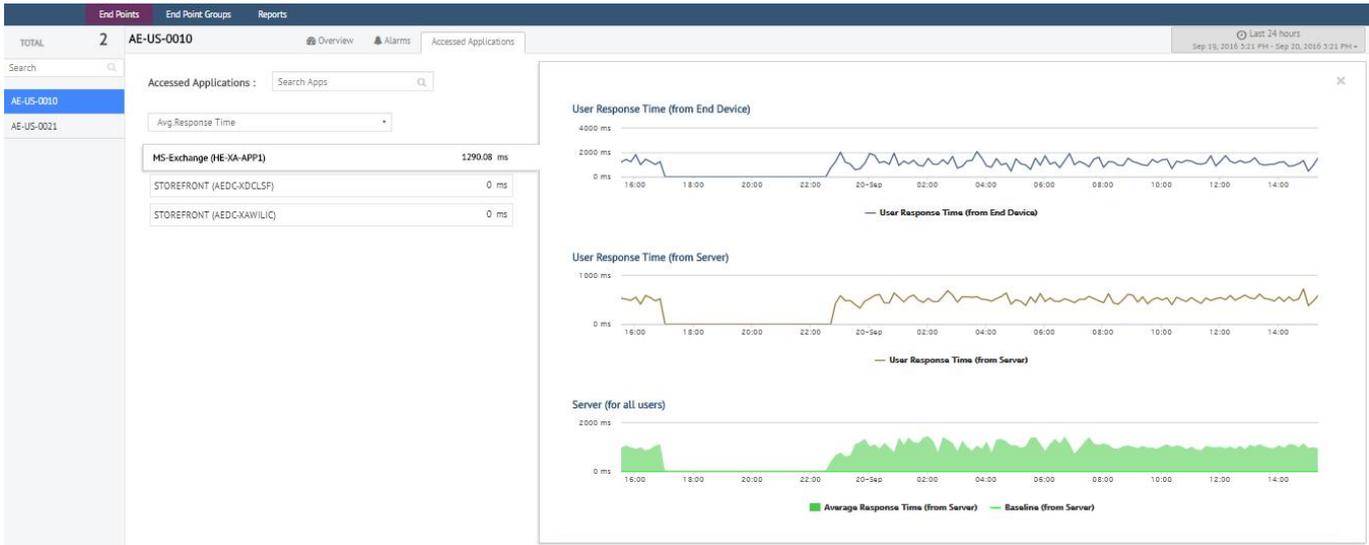
AppEnsure provides a detailed timeline for each session indicating the active and idle periods during each session for every user. This can be used to proactively review how to improve the user experience through optimizing the slower phases and infrastructure responses.

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True End User Experience



AppEnsure is the only technology vendor in the application performance market that offers capabilities for measuring true end-user experience from both inside and outside of the firewall. It's approach is based on monitoring in flight transactions for every application or VDI from each of the user of that application or VDI. The combination of proactive monitoring of the end-user experience with real transactions, ability to auto discover and drill down to the different infrastructure tiers and services and to identify the root cause of poor end-user experience drastically reduces the time to repair performance issues when they occur and provides productivity gains.

Businesses run by understanding costs. AppEnsure allows IT to start speaking the same language as rest of a company – one of dollars and cents. An old basic business adage is you can't manage what you don't measure. AppEnsure is a time based performance tool that discovers the unknown cost and enables efficient management.

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ENHANCE REAL **END-USER EXPERIENCE**

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