

Citrix EdgeSight

Increase critical application performance visibility by monitoring where it matters most - at the business-user level

Product overview

The client machine is the critical point of contact between users and the applications they need to drive your business forward. No business would deploy an infrastructure without monitoring its servers, so why should client devices be any different? Citrix EdgeSight for Endpoints provides continuous and comprehensive visibility into application performance, allowing IT managers to proactively identify issues before business is disrupted and rapidly determine the root cause of application problems to restore service in the shortest time possible. The solution helps to ensure an optimal user experience and reduce the cost of support.

EdgeSight for Endpoints enables the IT organisation to:

- **Identify unacceptable performance at the client device**, whether it is due to the application, the machine or the network, before a user needs to call the help desk
- **Accelerate and enhance support** by quickly determining the root cause, minimising the impact on business performance
- **Plan intelligently** by using runtime utilisation data when making decisions about hardware or software upgrades or replacement

IT administrators face considerable challenges thanks to complex and variable environments that make IT infrastructure performance difficult to predict and control. An effective IT service management strategy must ensure that applications are delivered to users reliably and with optimal performance levels. The Citrix® EdgeSight® solution shifts the IT focus from technology and systems to supporting end-users and achieving business goals. By measuring application performance and availability from the business-user's perspective with Citrix EdgeSight, IT organisations gain the insight and information they need to ensure that all IT resources are operating at peak efficiency so that users can do the same.

Available as Citrix® EdgeSight® for Endpoints, Citrix® EdgeSight® for XenApp™, Citrix® EdgeSight® for NetScaler® and Citrix® EdgeSight® for Load Testing, the product line provides you with the ability to test, deliver and monitor any application across your Citrix application delivery infrastructure.

Technology

EdgeSight for Endpoints is designed from the ground up to address the challenges of managing performance across large, complex, heterogeneous and distributed environments. Distributed data-processing technology provides unprecedented enterprise scalability, enabling large-scale yet detailed data collection and analysis without impacting performance on the user device.

- **Non-intrusive, lightweight agent** minimises the use of critical end-user device resources
- **Automatic monitoring** of every application and network host is performed without any configuration requirements or application instrumentation
- **Client-side data storage** enables support for intermittently connected devices such as laptops. Intelligent data upload eliminates constant network traffic
- **Configurable alert thresholds** provide immediate notifications, including integration with third-party consoles
- **More than 300 standard reports are available**, including historical trend analysis and side-by-side comparisons
- **Web-based, easy-to-navigate console** offers role-based access privileges
- **Authentication and organisational unit reporting** via integration with Microsoft® Active Directory®

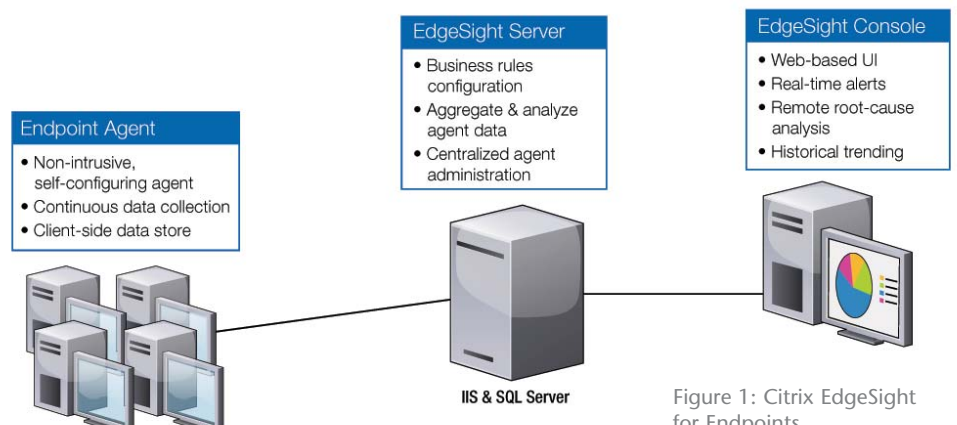


Figure 1: Citrix EdgeSight for Endpoints

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Capabilities

Proactive performance management

Using EdgeSight for Endpoints, application support teams can proactively monitor critical business applications and systems from the end-user perspective, identifying and resolving issues before they impact business functions.

Real-time notification of:

- Application crashes, errors and hangs
- Network and host connection failures
- System performance degradations
- New applications and modules anywhere within the environment
- New network host connections (internal or external)

Client-side passive monitoring of:

- Network response and delay by device, application, host and protocol
- Network volume and speed by device, application, host and protocol
- Reboot alert triggered by user-initiated shutdown and/or unexpected shutdown

Historical trending and comparison reports of:

- Application faults, errors and hangs enables proactive application management
- Network response, delay, volume, speed and availability for proactive IT management

Application management and support

EdgeSight for Endpoints monitors actual application performance (vs. synthetic sampling) across all applications, including custom built applications and applications delivered with Web, client/server or client-based architectures.

- Centralised management and reporting console provides a single, enterprise-wide view of granular performance metrics across all applications
- Historical trending and comparison reports indicate application faults, errors and hangs — by application, group or device
- Remote access to client-side data store of granular system, application, and network performance history leading up to a fault provides critical data needed for root cause determination
- “What changed” reports show recent changes to hardware and software assets
- Route measurements for all response time and delay issues, including identification of hop with the longest delay, can be traced to any server in the network
- Can be integrated with system monitoring solutions such as HP OpenView, IBM Tivoli Event Console and Microsoft® Operations Manager 2005 and System Centre Operations Manager 2007

Intelligent planning

EdgeSight for Endpoints automatically collects the data necessary to make informed decisions regarding system refreshes, license utilisation and application delivery methods.

- Application usage (runtime and active time) and compliance reports by applications, category and vendor
- Group-wide CPU, memory and disk space summaries for PC capacity planning
- Per-device hardware and software configuration reports
- Enterprise reboot metrics for comprehensive understanding of end-user performance issues and productivity losses
- Pre- and post-OS migration comparison reports of application performance
- Impact analysis determining applications, users and business units affected by an impending patch or software change
- Correlated system memory and CPU use by applications and services
- System thread queue length and page fault errors to detect impending system performance problems
- Real-time and historical reporting by group and/or location, including remote site performance comparison

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ABOUT CITRIX

Citrix Systems, Inc. (Nasdaq:CTXS) is the global leader and the most trusted name in application delivery infrastructure. More than 200,000 organisations worldwide rely on Citrix to deliver any application to users anywhere with the best performance, highest security and lowest cost. Citrix customers include 100% of the Fortune 100 companies and 99% of the Fortune Global 500, as well as hundreds of thousands of small businesses and prosumers. Citrix has approximately 6,200 channel and alliance partners in more than 100 countries. Annual revenue in 2006 was \$1.1 billion.

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Citrix Delivery Centre™

is the first solution on the market with the ability to deliver applications and desktops to any user, anytime, anywhere from a secure central location. The Citrix Delivery Centre product family features our primary product lines: Citrix XenApp™ — the new name for Citrix Presentation Server™, Citrix® NetScaler®, Citrix® XenServer™, Citrix® XenDesktop™, and Citrix Workflow Studio™

Citrix XenApp is the industry's de facto standard for delivering Windows®-based applications enabling the best performance, security and cost savings. With more than 70 million users and 99 percent of the Fortune Global 500 as customers, it uses state-of-the-art client- and server-side application virtualisation to deliver applications to office and mobile workers from a secure centralised location.

Citrix NetScaler is a purpose-built Web application delivery solution that accelerates application performance up to five times while improving security and reducing Web infrastructure costs. It is also the delivery infrastructure of choice for most of the world's largest Web sites, touching an estimated 75 percent of all Internet users each day.

Citrix XenServer is an enterprise-class solution for virtualising application workloads across any number of servers in the datacentre as a flexible aggregated pool of computing resources. It is the first solution to provision application workloads across physical and virtual servers making the entire datacentre more dynamic.

Citrix XenDesktop is the industry's first comprehensive Virtual Desktop Infrastructure (VDI) solution. It enables simple, secure and cost effective delivery of Windows desktops to any office worker with an unparalleled user experience.

Citrix Workflow Studio is an orchestration tool that allows administrators to far more easily create and integrate application delivery processes across Citrix and third-party products, allowing them to work together as a single cohesive system.

The Citrix Delivery Centre includes the following solutions which are part of the product lines listed above. These are also available as standalone options:

- Citrix Access Gateway™ — for secure application access. Empowers users with easy "anywhere" access and provides administrators market-leading application-level control.
- Citrix® EdgeSight® — for the best end-user experience. Increases user productivity by centrally monitoring and managing the performance and availability of applications.
- Citrix Password Manager™ — for enterprise single sign-on. Improves password security and user productivity with the industry's most secure, efficient, and easy-to-deploy enterprise single sign-on solution.
- Citrix Provisioning Server™ — for datacentre and for desktop systems. Provisioning Server for Datacentres uses streaming technology to deliver workloads on-demand to physical or virtual servers. Provisioning Server for Desktops streams operating systems and software on-demand to physical desktops. Centralised system provisioning reduces operating costs, and improves security, flexibility and reliability.
- Citrix® WANScaler™ — for branch and mobile user application delivery. Accelerates application performance over the WAN by 5 to 30x and deliver LAN-like productivity for WAN-based applications.

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