![liquidware logo]

User Experience Monitoring and Diagnostics Solution

Stratusphere UX is a comprehensive monitoring, diagnostics, performance validation and optimization solution that provides the visibility required to more effectively manage desktop performance and the user experience. The solution supports all Windows-based delivery approaches, including virtual and mixed-platform (Citrix, VMware and physical) desktop environments.

Unlike physical desktops, virtual desktop workloads are supported by a shared infrastructure comprised of hosts, storage, networking and a spectrum of applications and services. Stratusphere UX provides a view of all users, all machines, and all applications—all of the time. This user-centric approach monitoring and diagnostics is necessary to gain insight into the user experience and being able to trend that experience over time. Stratusphere UX also extends and complements other systems and infrastructure monitoring tools.

| **Diagnostic Drill Down**
Quickly Get to the Root Cause and Minimize Risk | **Operations and First Tier Support**
Manage to the Information that Matters Most | **Performance Validation and Optimization**
Enhance User Experience to Drive Success | **Baseline and Onboard Users**
Quantify the Journey with Metrics that Minimize Risk and Define Success |

KEY BENEFITS

- Supports physical and virtual desktop workloads in a single pane of glass

- Virtualization platform-agnostic, supporting all major hypervisors

- Offers detailed time-based metrics for all Windows-based desktop delivery approaches

- Provides a view of users, machines and applications as well as the supporting infrastructure and architecture

- Quantify and trend the user experience for all machines, all the time

- Helps build confidence to scale and grow environments, from proof-of-concept to fully-scaled production environments

- Facilitates quick identification of constraints to easily diagnose root cause and troubleshoot virtual desktop infrastructures

- Validates infrastructure changes and helps you to stay ahead of performance constraints and bottlenecks

Diagnostic Drill Down — The ability to diagnose user performance issues in virtual environments requires an understanding of the infrastructure and architecture, as well as key metrics and indicators that provide a measure of performance and user experience. Unlike infrastructure-centric and application performance monitoring solutions, Stratusphere UX offers a true user-centric view of your environment; providing the visibility to remediate constraints in the supporting infrastructure and endpoints. With Stratusphere UX you are able to manage user expectations and minimize risk by:
- Prioritizing and focusing on the areas having the greatest impact on user experience
- Avoiding needle-in-the-haystack troubleshooting exercises that don't provide the visibility necessary to examine all of your users and applications, all of the time

Operations and First Tier Support — When moving desktop and end user workloads into the data center there is a complementary shift in support and operations that should follow. You can no longer treat these workspaces as isolated computing resources; they are dependent and tied to the underlying hosts, storage and networking. And so, managing the user experience becomes more complex. Ultimately you need to triage incoming trouble tickets and route them quickly to the right location. With Stratusphere UX you can assess and provide support to first-tier operations staff, route trouble tickets and more effectively handle small issues before they become system wide nightmares by:
- Providing detailed analysis of a single user, single machine or single application view; suitable for entry-level desktop administrators
- Executing a cursory diagnostic analysis to help quickly route trouble calls to appropriate IT team

Performance Validation and Optimization — Stratusphere UX provides the visibility required to more effectively manage desktop performance and the user experience. Whether you are just beginning your transformation with a desktop assessment, looking to confidently scale a proof-of-concept to production or performing a health check, Stratusphere UX will support your desktop journey. Stratusphere UX provides a consistent and trendable measure of user experience that will help you realize both near- and long-term success in your next-generation workspaces by:
- Providing a trendable metric that can be used to define success, optimize, check health and validate performance of the supporting infrastructure and architecture
- Optimizing key elements, such as the machine boot and login delay of Windows-based workloads

Baseline and Onboard Users — User experience can be an elusive and subjective measure. With Stratusphere UX, you have an opportunity to quantify and trend the user experience—for all users, machines and applications, throughout the entire lifecycle of your desktop approach. That includes a baseline of the user experience, before you embark on your desktop transformation. Stratusphere UX quantifies "normal" for your users and allows you to define a baseline for success. After the transformation from physical PCs to a next-generation virtual workspace, this measure becomes a defining metric. You can now define success as a two-fold indicator: the initial transformation from physical to virtual; and second, that you have delivered and equal-to-better user experience as monitored by Stratusphere UX.

Learn More

For more information about how effective Liquidware products can be in your environment, visit http://www.liquidware.com or by contacting sales@liquidware.com.

Key Advantages	Stratusphere UX	Others
Captures detailed information about all users, all machines and all applications—all of the time.	Yes	No
Can quantify and trend the user experience as a real-world indicator of performance and meeting user expectations.	Yes	No
Enables a methodology for P2V, infrastructure changes, performance validation, platform optimization and health checks.	Yes	No
Provides visibility for network protocols and applications.	Yes	No
Offers a trendable user-centric view of the workspace; unlike infrastructure and application performance monitoring (APM) solutions.	Yes	No
Open and granular access to all captured metrics through an easy-to-use application programming interface (API).	Yes	Few
Supports the entire workspace lifecycle, including: inventory, baselining and onboarding of users, design support, and platform validation.	Yes	Few
Supports physical and virtual workloads as well as mixed environments.	Yes	Few
Offers time-based metrics for both in-guest metrics as well as for the supporting infrastructure.	Yes	Some
Supports all major platforms and Windows-based delivery approaches.	Yes	Some
Provides an extremely detailed and holistic view of machine boot and login process.	Yes	Some

Stratusphere UX Sparklines and Mini-Tables

Stratusphere UX Machine Boot and Login Process Breakdown

Stratusphere UX can:

Save Time	Save Money	Boost Productivity
Allow desktop administrators to track virtual desktop performance from the desktop to the datacenter, and across networks, even for very large enterprises.	Use built-in reports to compare users supported vs. expenses to provide accurate ROI and TCO.	Allow administrators to validate whether users are experiencing issues, and when they are, quickly diagnose source for speedy resolution.
Allow set up of test environments to model projected changes so administrators can re-engineer apps, balance workloads or add capacity if needed.	Pinpoint applications that users have but are not using as well as overprovisioned systems and other resources.	Proactively monitor desktops in order to manage workloads, add capacity and perform upgrades that can prevent unplanned downtime.
Easy to install/set-up as a virtual appliance. No complex back end so no need to evaluate/provision new systems.	Deploy lightweight CID Keys to track real-time user and machine activity at a virtual or physical network switch for scalability at low overall TCO.	Support across platforms, including physical desktops, VMware & Citrix virtual desktops and Terminal Server sessions, thus reducing number of solutions to be supported.

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