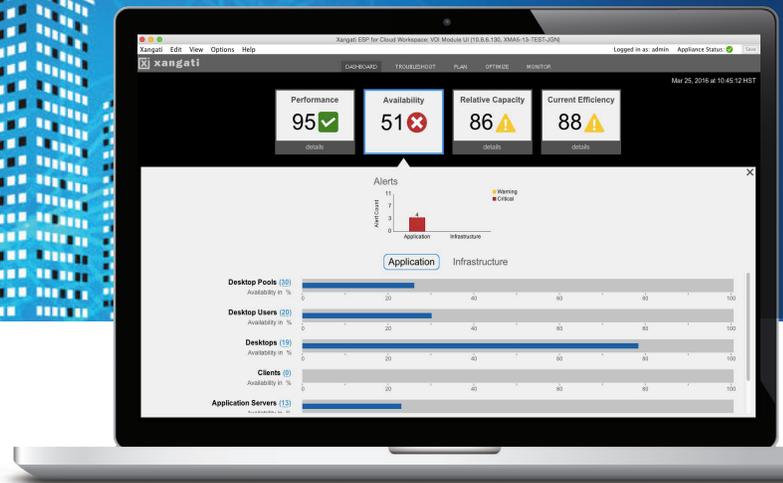


*“I cannot say this about a lot of products, but I can say that Xangati has been a game changer for us in our VDI environment by heading off big problems before they impact end-users and helping us dig in and fix the root cause for problems while they are happening.”*

**Travis Conley, Swett & Crawford**



## INTRODUCTION

Xangati ESP for Cloud Workspace is an IT Operations and Analytics control platform enabling application/workload service assurance analytics and optimized IT efficiency. Xangati ESP VDI Module empowers IT departments to deliver the highest level of service assurance to the users of Citrix XenDesktop or VMware Horizon environments, while running the virtualized infrastructure at peak efficiency. Xangati service assurance analytics include measures for end-user quality of experience, capacity utilization, efficiency, resource consumption, pattern anomalies and performance metrics tied to business outcomes or strategic initiatives. The Xangati ESP platform operates in real-time and at scale through its in-memory architecture and patented cross-silo intelligence including root cause analysis, algorithmic and heuristics-based machine-learning, predictive analytics and prescriptive, automated remediation.

## SERVICE ASSURANCE - THE CHALLENGE

Service assurance is the ultimate responsibility for the IT department and a major resource consumption concern of business stakeholders – ensuring that all applications are healthy, workloads are balanced to achieve peak efficiency in the use of the IT infrastructure, and that service-level targets are consistently met while end users enjoy a superior workspace experience from any mobile device, data center or cloud anywhere in the world.

Traditionally, service assurance was incidental to legacy performance monitoring tools, each in its own silo. Volumes of data would be collected on the IT infrastructure, but sorting through it to find ways to make improvements or even to fix a current problem was intolerably time-consuming. IT personnel were limited by the 5-to-15 minute sampling frequency of on/off-hot/cold silo monitors and the inability to see a holistic, real-time picture of what potential bottlenecks are transpiring between mission-critical applications and troublesome “noisy neighbor” applications in the dynamic, shared infrastructure.

## SERVICE ASSURANCE - THE SOLUTION

The Xangati service assurance analytics and performance control platform provides IT administrators, IT operations and DevOps professionals with an end-to-end solution that goes far beyond what traditional monitoring tools provide. Xangati ESP is a virtual appliance that can be self-installed in an hour, with no agents or reboots required, and that automatically discovers and maps the infrastructure, while providing unsurpassed clarity about the IT infrastructure status from Day 1.

At the core is Xangati ESP's real-time, in-memory, cross-silo, time correlated metrics, which populates software-dashboard modules on a live, second-by-second basis, even in the largest of infrastructures, to provide the most granular visibility possible across the next generation data center, out to mobile client devices, and with full awareness of users, applications and services. Then our predictive analytics, leveraging Xangati ESP's exclusive storm-tracker utility, determine the root cause of resource contention storms and provide IT with prescriptive and automated actions to resolve choke-points and to ensure that they do not recur in the future.

## XANGATI ESP VDI MODULE FEATURES AND BENEFITS

\*OPTIONAL EXTENSIONS PRICED OUT SEPARATELY

### BUSINESS BENEFITS

- **Save Money** by improving the operational efficiency of the IT infrastructure and by making better-informed IT purchase decisions.
- **Meet SLAs** consistently by leveraging Xangati ESP's visibility, root cause analysis, predictive analytics and prescriptive remediation.
- **Increase Productivity** for end users who are using virtual desktops, virtual applications and Web applications.
- **Mitigate Risks** associated with a "cloud and mobile" infrastructure, such as resource contention or pattern anomalies, while enjoying the benefits of an agile mobile workforce.
- **Faster Problem Resolution** by leveraging powerful, portable, DVR-like recordings to speed resolution by the helpdesk.

### RESOLVE AND PREVENT

- **Storm tracker** utility provides performance and capacity saturation triggers to identify fine-grain degradation.
- **Assure Performance** by implementing the prescriptive advice that Xangati ESP provides, based on its unsurpassed visibility and advanced, predictive analytics.
- **Increase Efficiency** with second-by-second visibility and a predictive analytics engine that discovers and flags over-utilized or under-utilized resources.
- **Save Time** by letting Xangati ESP determine the root causes of alarm storms, and provide the exact steps necessary to remediate them.
- **Avoid Storms** that degrade performance with well-informed advice about what to rebalance and how to make right-sized IT investments, based upon analysis of machine-learned best practices.
- **Better IT Purchase Decisions** are informed by powerful reports that can be created, scheduled and exported for circulation to stakeholders.
- **Minimize False Alarms** by leveraging the state-of-the-art machine learning algorithms that adjust threshold values continually.

### MONITOR AT SCALE

- **Second-by-second** collection of metrics from the entire end-to-end infrastructure including client devices provides unsurpassed visibility.
- **Proven** to provide unrivaled service assurance in the largest infrastructures in the world.
- **Automatic Discovery** of the IT infrastructure maps all dependencies.
- **Cross-silo View** eliminates finger-pointing and provides a holistic view of the complex, interdependent infrastructure.
- **Monitor Worldwide Operations** from a single pane of glass with live performance indicators that provide real-time at-a-glance oversight.
- **No Agents or Probes** are needed, eliminating administrative burdens and the need for server reboots.
- **Fast time to Clarity** is provided with easy installation and machine learning.
- **Reduce Brake-Fix Times** with powerful DVR-like recordings that provide unsurpassed visibility and guidance to resolve issues.
- **See Anomalous Traffic Alerts** in real-time to pinpoint any intentional or unintentional bad actors, with a minimum of false alarms.
- **Role-specific Dashboards** provide all of the information needed for each admin scenario including the Executive dashboard, Operations Center dashboard and customizable MyModule for Xangati ESP.

### END-TO-END VISIBILITY

- **Virtual Desktops** in Citrix XenDesktop or VMware Horizon.
- **BYO Mobile Devices** support includes smart phones, tablets, PCs, Macs and thin-clients.
- **Services** which exist inside and outside the organization are included.
- **User's Experience** of virtual desktops is precisely known with no need of agents.
- **Virtual Infrastructures** powered by VMware ESXi, Microsoft Hyper-V, Citrix XenServer or Docker-containers; hybrid-cloud extensible..
- **Physical Servers** include Cisco UCS as well as any industry standard servers.
- **Storage Systems** measured and there is deep support for NetApp and EMC VNX storage.
- **Virtual Network Objects** and underlying network infrastructure components are monitoring via NetFlow and comparable protocols, and cross-referenced against all of the other protocols and APIs Xangati ESP captures.
- **Application Delivery Controllers** include the best-in-class Citrix NetScaler ADC.
- **Live visibility** into and on-demand reporting of XenApp, XenDesktop and Horizon availability and performance VDI metrics.
- **Device-independent**, app-driven Visual Trouble Ticket capability



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