



## Success Story: Enterprise Organization in Asia with VDI Performance Challenges

### Background

- Enterprise organization based in Asia that develops software and provides hardware and system support services.

### Challenges/Needs

- IT team received multiple complaints of application slowdowns across their VDI environment every day before lunch time from a particular department . This impact on user productivity was also impacting their revenue.
- Existing tools (including monitoring and configuration tools from virtualization vendors) were not able to provide the IT team with the visibility needed to isolate the issue.

### Uila Solution

- With Uila's End-user monitoring capabilities, the IT team was able to visualize high bandwidth usage within the subnet, and finally isolate it to a single VDI user.
- With Uila's application monitoring capabilities of individual transactions, the IT team was able to classify the applications (e.g. Youtube) used by that individual, plus get details on the large downloads from multiple websites.
- Once this user was dealt with internally based on corporate Internet and security policies, the application performance for the rest of the department using VDI returned back to normal.

### Uila Benefits

- Direct & Immediate answers in minutes to isolate the root-cause behind the performance impact down to the user and his/her activity that violated corporate policy.