



Success Story: US based Credit Union improved team communication efficiencies by resolving Video Conferencing challenges running over VDI

Background

Credit Union based in the Mid-west United States.

Challenges/Needs

The COVID-19 crisis forced the IT team to roll out VDI to employees, who
were now working remotely from home. The team was enundated with a
number of new complaints about desktop access and performance issues,
including poor quality conference calls using video conferencing services like
Zoom. The daily web-conferencing activity was deemed the most critical for
employees for their internal communication, and required immediate
resolution.

Uila Solution

 With Uila, the IT team was able to visualize the individual VMware Horizon VDI user sessions for the remote users that were complaining about their choppy video conferencing experience. The IT team took advantage of Uila's built-in classification for Zoom video conferencing.

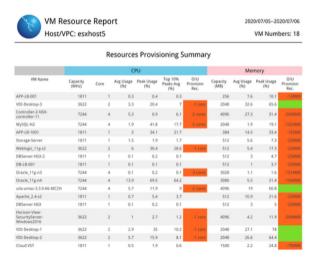






 The team was able to quickly visualize using Uila (example below highlighted for one particular user only) that the issue was not due to the Zoom Application Service and not due to any Network (local network or Internet) issue, but Uila indicated it to be a Compute Resource right-sizing issue (both CPU & Memory) for the Virtual Desktop for the user.





The IT team was then able to use the right-sizing guidance from Uila for the corresponding ESXi host for that VDI Desktop. After the provisioning changes were made based on the guidance, the VDI desktop performance improved and so did the user experience during the zoom conference calls.

Uila Benefits

With Uila, the IT team was remotely able to quickly isolate the video conferencing issue in a matter of minutes down to resource provisioning challenges that they could control and manage internally.