



Resolve your Complex VDI Disruptions with Uila

Uila provides Performance and Cyber Threat Analytics, in a single pane of glass to help resolve complex VDI disruptions for Enterprise Desktop teams. With Uila, IT teams can visualize application & infrastructure dependencies for the entire VDI deployment from end-to-end, rightsize infrastructure resources, and troubleshoot disruptions for any onsite or remote VDI user due to application/network/infrastructure/end-user challenges. And most importantly, this is done without any agents. Uila also allows security teams to combat advanced cyber threats against the VDI infrastructure, by providing comprehensive application-centric insights into cyber threats & Data Exfiltration activities. Organizations use Uila to align themselves with their IT teams & cut MTTR from days to minutes, and keep the end-user experience at peak performance & secure at all times across cloud boundaries.

What are the questions answered by Uila for VDI Monitoring & Troubleshooting

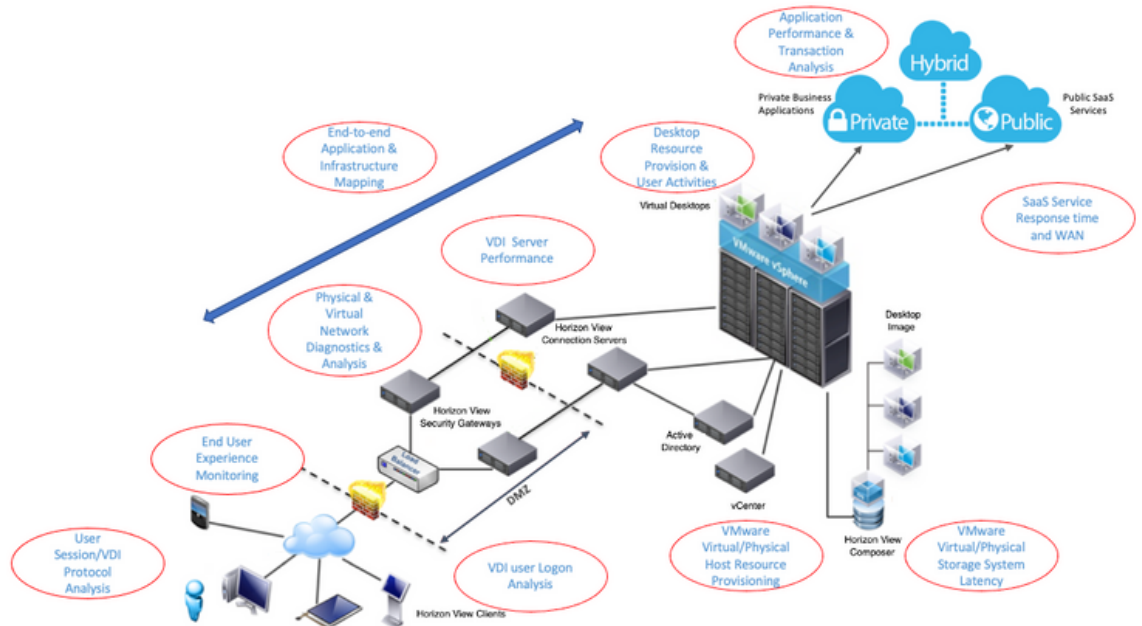
- How many current active VDI sessions?
- What VDI protocols are in use?
- Why is my login very slow?
- What applications are being used by the VDI users?
- Why is my Application access so slow?
- What components make up my entire VDI infrastructure?
- Are the performance problems due to the user's home connection?
- Why am I seeing so many application time-outs?
- Is my VDI infrastructure impacted due to network issues?
- Is my VDI infrastructure's CPU and Memory resources optimized for the maximized performance?
- Is my VDI deployment secure?



360 Degree Insights into VDI/EUC with Uila

"We have been able to solve all the complaints that have been directed towards my team for infrastructure driven application complaints."

Mark Martinez, IT Director



Agentless Architecture for Faster & Efficient VDI Monitoring Rollout



Agentless architecture to monitor your VDI deployment across the full-stack. This allows you to monitor your application workloads without any special approvals from application owners or complex, tedious & expensive rollouts.

"Uila has provided us with the tools to maintain or exceed those service levels, while also giving us the capabilities to proactively tune our applications and determine the optimal system upgrades."

Mike Johnson, Director of IT, The Myers-Briggs Company

Built-in Classification for 3,700 applications



Monitor and resolve downtime and slowdowns for more than 3,700 applications used by your VDI users, including Web, Databases, ERP, Healthcare (HL7, Dicom), Financial (FIX), Industrial (Scada), SaaS (Office 365, Zoom, Webex, Microsoft Teams, Google Hangouts, Skype), IoT, Building Automation, and many more.



Full-Stack Root-Cause Analysis for any VDI Complaint

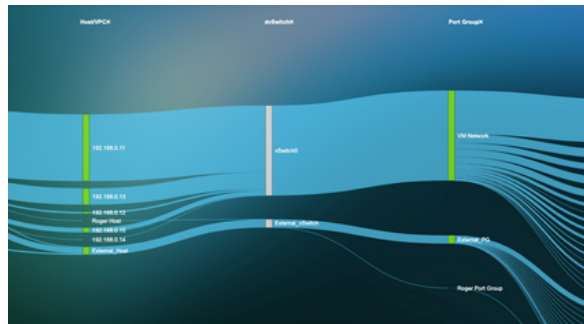


Automatically triage service VDI outages and poor performance issues in a single click, using an unified view across the Application, Virtual/Physical Network and the Infrastructure (Compute & Storage).

"Whenever there's a performance issue now, we can go in to Uila and it's much easier to find out why."

James Oryszczyn,
Director of Security & Network Services

Troubleshoot Network Issues impacting VDI

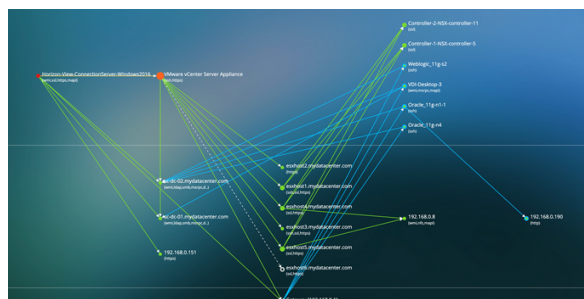


Visualize virtual as well as physical network equipment issues impacting VDI performance. Deep insights into east-west traffic, as well as the metrics from physical top of the rack switches, routers helps isolate bottlenecks. With Uila's Application-centric approach to alerting, network teams are only alerted on issues that are impacting the actual application performance.

"In 1 second we were able to tell the Application guys, that there is nothing wrong with the Infrastructure...I was able to tell them which server, which port had the issue and they were able to go to the application provider to resolve the issue."

Snir Hoffman,
Infrastructure Architect Migdal Group

Automated End-to-end Application Dependency Mapping for VDI



Real-time, Automated end-to-end (user clients to virtual desktops to backend application and connection servers) mapping of all assets and all interdependencies for VMware Horizon and Citrix deployments. Users can easily pinpoint bottlenecks and also visualize dependency changes Vs baseline that is impacting performance.



VMware Horizon User Session Analysis

"We can take proactive steps using Uila to mitigate issues, whereas before we just have to wait for that magical call."

Art Pwicio, Director of Infrastructure & Applications, Security Central

"We were able to trace back all the conversation flows, and identify problems that we didn't even know existed in our environment that was dragging us down."

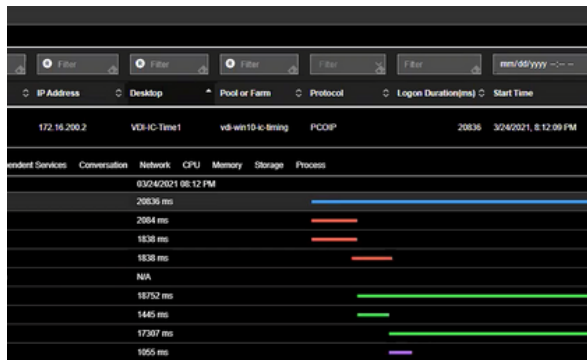
Brandon Morris, Lead System Administrator, City of Sioux Falls



Visualize detailed insights into user sessions. This includes:

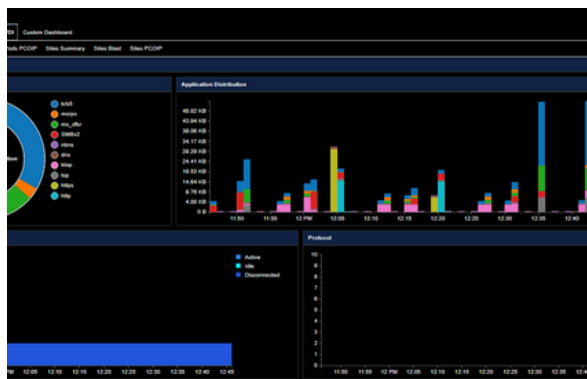
- Application Discovery and Usage: Built-in classification of Application traffic from VDI desktop as a client connects to application servers (e.g. Zoom, ERP, Databases, EHR, etc.)
- VDI Desktop Session distribution (Active, Idle, Disconnected states)
- Protocol distribution (PCOIP, Blast Extreme & RDS)
- Blast and PCOIP RX and TX Packet Loss, Round-Trip Time, User session latency, bandwidth, etc.
- Windows Desktop Process information

User Session Logon Analysis



Get deep insights into user logon issues. Get details into Logon duration, including individual stages like broker duration, agent duration, app launch duration, etc.

Consolidated views for Pools, Pods or Sites



Visualize session data for your entire VDI deployment or customize view for your Pools, Pods or Sites.



"It has been a great product. It has helped us find and resolve some performance issues. Check it a few times a day, and if everything is green, move on with your day. You can easily see where you are having an issue, or may have an issue. It gives you the dependencies that are or may be impacted and what it is talking to."

**Barak Reese,
System
Administrator,
Wurth Industry**

Measure End-User Experience & Resolve problems before impact



End-user response time tracking proactively alerts IT to service degradation from the user's perspective before user and revenue impact. Response time analysis breaks down delays by the server, network, storage, application and clients.

Measure End-User Experience & Resolve problems before impact

Host	CPU	MEM	DISK	NET	AVG	MAX	MIN	STDEV	
Prod-NFS	3432	2	0.2	0.4	0.3	1.00%	2048	1.2	2.1
APP-LB-101	1716	1	0.3	0.5	0.3	1.00%	256	6.9	9
Weblog_C11g11002	1716	1	2	5.7	4.6	1.00%	512	5.8	9.2
Nike-mail-01	6864	4	0	0.1	0	1.00%	4096	1	1
APP-LB-1	1716	1	0.3	0.4	0.3	1.00%	1024	1.3	2.3
WebServer04	3432	2	4.6	43.4	32.5	1.00%	12288	1	1.9
FS-102	3432	2	0.2	0.4	0.3	1.00%	1024	2.1	3.8
WebServer-1	1716	1	0.4	0.6	0.5	1.00%	2048	1.1	1.8
WebServer01	1716	1	0.2	0.3	0.3	1.00%	2048	1.1	1.8
WebServer05	1716	1	0.3	0.4	0.3	1.00%	2048	1	1.6
DB-LB-1001	1716	1	7.2	91.5	46.8	1.00%	384	10.8	57.9
APP-LB-102	1716	1	0.2	0.4	0.3	1.00%	256	6.3	10.2
DB-LB-101	1716	1	0.2	0.4	0.3	1.00%	256	6.4	9.9
DBServer-1	1716	1	4.9	45.5	34	1.00%	2048	1.2	3.2
UULA-MSRCHAMK-VIEWER-new	1716	1	0.2	0.4	0.3	1.00%	2048	1.1	1.5
ws-01	1716	1	0.6	0.4	2	1.00%	512	3.3	51.5
MySQL-DB-1002	1716	1	78.2	83.7	82.5	1.00%	512	6.5	17.3
Nike-web-01	3432	2	0.1	0.1	0.1	1.00%	512	2.3	4.1
Citibank-web-01	3432	2	0.1	0.1	0.1	1.00%	1024	1.3	2.5
APP_Load_Balancer	6864	4	0.1	0.1	0.1	1.00%	2048	1.1	1.6
Controller-1-NSE-controller-5	6864	4	4.8	5.2	5	1.00%	4096	15.4	18.4
PROD-IL-1010	1716	1	0.1	0.1	0.1	1.00%	768	4.6	9.8

Visualize under-provisioned hosts or instances leading to application performance issues, as well as poor CAPEX investment choices with over-provisioned infrastructure assets. Generate right-sizing reports for a variety of resources including CPU, Memory and compare usage trends with allocated resources.

Monitor Cyber Threats for VDI



Secure your Application and VDI Infrastructure Deployment from the inside, with East-west traffic visibility, Application Anomaly identification, alerts on thousands of cyber threats, and Data Exfiltration activities.

"Uila has been awesome to work with, and the way they take customer feedback and integrate it into their offering is fantastic!"

**Carl Jaspersohn,
Associate Director
of Technical
Infrastructure,
Boston
Architectural
College**

Read More about Uila's VDI Capabilities at:
<https://www.uila.com/solutions/VDI-Troubleshooting>