

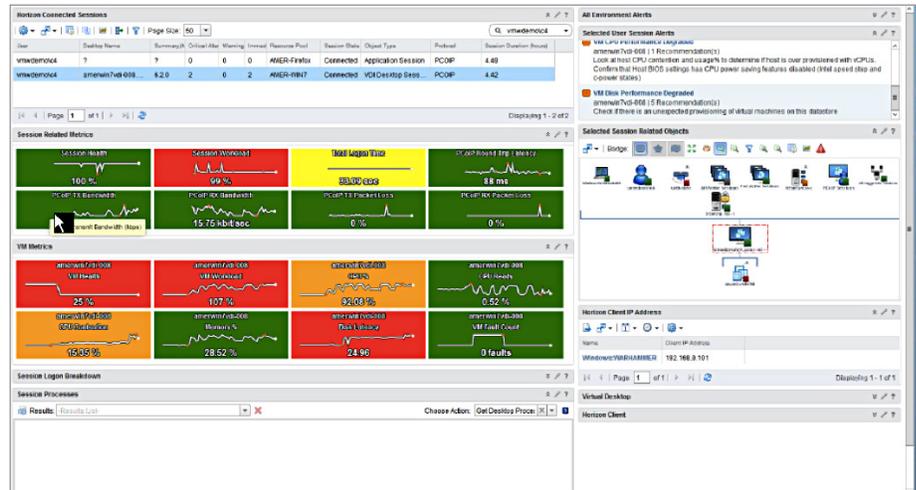
VMware vRealize Operations for Horizon

AT A GLANCE

VMware vRealize® Operations for Horizon® provides end-to-end visibility into the health, performance, and efficiency of VMware and Citrix virtual desktop and application environments from the data center and the network, all the way through to devices. It enables desktop administrators to proactively optimize end-user experience, avert incidents, and eliminate bottlenecks. Designed for VMware Horizon (versions 6.x and 7.x) and Citrix XenApp and XenDesktop environments, vRealize Operations for Horizon reduces costs and expedites time to resolution (TTR) with in-depth monitoring.

KEY BENEFITS

- Comprehensive visibility into the performance and health of Horizon (6.x, 7.x) and Citrix XenDesktop and XenApp deployments on VMware vSphere® expedites troubleshooting and improves user experience to enhance workplace productivity.
- Intelligent automation of root-cause analysis and auto-correlation of monitoring data across the entire stack reduces troubleshooting times and improves team productivity by up to 50 percent.
- Self-learning analytics that notify desktop administrators of impending issues before they impact end users enable proactive management and process improvements.
- Out-of-the box reporting templates and remediation recommendations help ensure compliance and enhance SLAs.



vRealize Operations dashboard provides comprehensive visibility into VDI environments.

Business Challenges

Organizations are turning to desktop and application virtualization to support end users with secure access to corporate services across devices, locations, and connections. However, in order to provide these employees with the best possible experience at scale, IT organizations need to ensure that the storage, networking, and compute infrastructure used is adequately sized, tuned and—where necessary—remediated. This also applies to end users' desktops and applications. Slow login times or poorly performing applications can severely impact workplace productivity. To optimize user experience, IT needs to anticipate problems proactively from the data center through to the very desktops and applications that employees are using today.

Challenges with Traditional Tools

While many traditional operations-management tools and processes exist and claim to tackle these challenges, the majority are not well suited for managing large VMware Horizon or Citrix XenApp and XenDesktop deployments, because:

- They are not equipped to deal with large data sets and fail to provide alert details needed to expedite troubleshooting.
- They only provide a partial view into a deployment and do not adapt over time to understand what is normal and what is not.
- They lack the end-to-end visibility into the performance and health of the entire stack—from desktops and applications to servers, storage, and networking.

Solution Overview

VMware vRealize Operations for Horizon is optimized for Horizon (6.x, 7.x) and Citrix XenApp and XenDesktop environments—and allows IT to meet these challenges head on—while improving operational efficiencies and user experience, reducing operating expenses, and improving infrastructure utilization.

Key Features

- Patented self-learning analytics that adapt to your environment, continuously analyzing thousands of metrics for server, storage, networking, and end-user performance.
- In-guest metrics for application performance to ensure end users have the best possible user experience.
- Comprehensive dashboards that simplify monitoring of health and performance, identify bottlenecks, and improve the infrastructure efficiency of your entire Horizon environment.
- Dynamic thresholds and “smart alerts” that notify administrators earlier in the process and provide more specific information about impending performance issues.
- Customizable dashboard and super metrics to support different needs of customers and deployments.
- Automated root-cause analysis, session look-up, and event correlation for faster troubleshooting of end-user problems.
- Integrated approach to performance, capacity and configuration management that supports holistic management of virtual desktop and application operations.
- Out-of the box reporting on usage and license metrics and preconfigured commands for quick remediation.
- Design and optimizations specifically for Horizon and Citrix XenApp environments.
- Available as a virtual appliance for faster time to value.

Business Benefits

IT organizations that manage Horizon or Citrix XenApp and XenDesktop deployments with vRealize Operations for Horizon can benefit from

- **Lower operating costs** – Improve staff productivity by up to 50 percent and infrastructure efficiency by up to 30 percent.
- **Faster time to value** – Move and scale out your production environment virtual desktop and applications more quickly.
- **Better end-user experience from any device** – Provide infrastructure and desktop administrators with comprehensive visibility into virtual desktop operations and infrastructure, enabling them to eliminate performance problems before they impact end users.

Which Teams and Managers Can Benefit from vRealize Operations for Horizon?

vRealize Operations for Horizon offers a single pane of glass to help monitor a wide spectrum of VMware and Citrix IT and business teams, as well as their managers, to meet business objectives:

- **Vice president of desktop infrastructure** – Achieves lower operating costs while delivering better quality of service to end users.
- **Manager of help desk team** – Gains from assisted troubleshooting and better visibility into end-user sessions and back-end infrastructure performance, leading to faster mean time to resolution (MTTR).
- **Manager of virtual infrastructure and operations** – Achieves improvements in team productivity with fewer fire drills and a more proactive management of infrastructure, desktops, and applications.
- **Virtual infrastructure and desktop administrator** – Gains better insight into all aspects of the infrastructure, including normal behavior, health issues, and nascent performance bottlenecks.

Unlock the Potential of Virtual Desktops and Applications

VMware vRealize Operations for Horizon enables IT organizations to seamlessly monitor and remediate virtual desktop and application environments from VMware and Citrix at scale. Ideal for IT organizations looking to deploy virtual desktops and applications to 1,000 or more end users, vRealize Operations for Horizon is uniquely positioned to address the management and operations challenges that traditional monitoring tools and processes cannot solve. VMware Horizon together with VMware vRealize Operations™ deliver a lower cost of ownership, faster time to market, and better end-user experience for organizations across the globe.

Now with Support for Citrix XenApp and XenDesktop

Given many VMware Horizon customers also deploy Citrix XenApp and XenDesktop, VMware is now providing customers with a single pane of glass to monitor, troubleshoot, and remediate both Citrix and VMware environments.

Find Out More

For information or to purchase VMware products, call 1-877-VMWARE (outside North America, +1-650-427-5000), visit <http://www.vmware.com/products>, or search online for an authorized reseller. For detailed product specifications and system requirements, refer to the [VMware vRealize Operations documentation](#).

