

## ADVANTAGES

- An off-the-shelf, easy to implement solution with low total cost of ownership
- Integrates with existing system management tools, such as Tivoli and TNG
- Enables proactive monitoring and management of all elements of a Citrix system
- Provides live and historic visibility into the actual end user experience and system trends
- Rapidly identifies potential system issues
- Ensures compliance with Service Level agreements based on actual system performance measurements
- Provides a solid foundation for planning IT capacity now and in the future...



## An off-the-shelf solution for proactive management of Citrix system performance

Interact for CITRIX, the unique and proven software for monitoring end-user IT performance, is now available for the rapidly growing number of companies that utilize Citrix.

The ability to manage end-user availability and quality of service on Citrix enables IT departments to proactively and strategically manage the IT function while making a positive impact on business performance.

IT managers have access to consistent, accurate measurements of application and network performance, making it easy to identify bottlenecks.

Interact for CITRIX monitors each end-user ICA session from the Citrix server for availability and performance of applications, as well as application usage statistics.

Using baselines and alarms, it sends alerts on application issues and performance bottlenecks and enables IT managers to quickly identify and proactively resolve issues with their systems.

By providing an accurate picture of service quality, Interact for CITRIX also enables IT to guarantee compliance with Service Level Agreements SLAs and ensure the customer is only paying for the service they receive.

Interact for CITRIX is the only solution that is able to audit all the essential aspects of a Citrix-based IT system and produce status reports in real time – without influencing the results in any way.

We're not talking about rapidly outdated test transactions, but rather reliable monitoring of any new or existing Citrix system's capability to deliver the expected performance. Using one centralized server with Interact for CITRIX, companies are able to improve system performance, increase user productivity, reduce expenses in infrastructure and help-desk resources, and ensure compliance with SLAs. In addition, software updates and new applications are instantly audited and reported on in conjunction with all the other elements in the Citrix system.



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With the installation of existing **Interact for CITRIX**, a business' IT management is able to create an accurate picture of how each individual user experiences IT system services. **Interact for CITRIX** delivers both a real-time view and an historic perspective of all IT system data, which can be retrieved and presented in a variety of ways depending on the need, or exported to system management tools.

This systematic process of surveillance and data collection provides an organization's IT management with a system that is easy to monitor, thereby facilitating the rapid identification of eventual problem spots. IT managers are also better able to assess and plan future development of their organization's IT capacity.

In relation to Service Level Agreements, **Interact for CITRIX** delivers the precise data and the necessary information about the IT system to manage successful SLAs. All in all, **Interact for CITRIX** is a must for businesses that view IT as a strategic tool and want to act proactively in relation to the role the Citrix system plays in supporting their tactical and strategic goals.



#### **Here is how it works:**

**Interact for CITRIX** consists of an agent, which is installed on the Citrix Servers, and a **Interact for CITRIX** Server, which is dedicated to the collection, organization, and presentation of the audit results.

The agent collects a range of essential data about the connections between the Citrix Server and the clients, service on the Citrix server itself, and the quality of service of the backend servers.

With respect to the connection between the Citrix Server and the associated clients, **Interact for CITRIX** for Citrix measures the following:

**Client Latency** - the quality of the connection between the server and the clients.

**Client Traffic Amount** - the load exerted on the connection.

**Citrix Login Time** - the time required to login to the Citrix Server.

**Citrix Sessions** – the duration of time a client spends logged into the Citrix Server.

With respect to the Citrix Server itself, **Interact for CITRIX** measures the following:

**CPU Usage, Memory Usage, Disk Activity, Username**

These measurements are conducted both for the entire server and for individual users.

With respect to the connection between the Citrix Server and the supporting back-end server, **Interact for CITRIX** measures the following:

**Response Time Backend** - how long the Citrix Server and the user must wait for a response from any given backend server.

**Error Transmissions** - the quality of the network hardware, as well as the potential overloading of the network.

**Data Volume** - the volume of data exerting a load on the network and the backend server.

**Interact for CITRIX** Server is dedicated to the collection, organization, and presentation of the audit results which can be displayed in real time via a standard browser. In addition, the intuitive user interface makes it easy to configure the baselines for response times. After a few hours of data collection, alarms and reports can be configured for monitoring items such as user groups, applications and servers.

The administration and maintenance of **Interact for CITRIX** is centralized. Modifications in the configuration of the agents are defined centrally and are distributed automatically in conjunction with the agent's data transmissions to **Interact for CITRIX** Server.



#### FEATURES

- *Standard, off-the-shelf software*
- *Measures performance without straining the system or influencing the measurement results*

- *Installs simply and easily, even on existing Citrix systems*

- *Offers single point deployment*

Measurements of the connection between the Citrix Server and the ICA Client:

- *Client Latency*
- *Client Traffic Amount*
- *Citrix Login Time*
- *Citrix Sessions*
- *Logged in user*

Measurements of the Citrix Servers:

- *CPU Usage (total and per process)*
- *Memory Usage (total and per process)*
- *Disc Activity (total and per process)*
- *Username (per process)*

Measurements of the connection between the Citrix Server and the supporting backend servers:

- *Response Time of Services*
- *Network errors/retransmissions*
- *Data Volume*

#### About Serden Inc.

Serden Inc. is based in USA and present France and Spain. The company's customers include Duke Energy, BNL-BNP Paribas, National Grange Mutual, EDS, Rolls-Royce, ADP, Standard Life, MMA, Credit Mutuel-CIC, EDF, Banques Populaires, SFR, Price WaterHouse Coopers... who already trust InterAct ES™ to measure their operational quality of service and enhance their IT management through the tool's decision-making functions.