SOLUTION OVERVIEW

The Voyager user application performance module for Citrix is the only comprehensive solution that correlates key performance metrics from Citrix with data from across the network stack to give IT teams insights and visibility into the user experience of business-critical applications hosted on Citrix.

Citrix Application & Desktop virtualization brings with it a unique set of challenges to organizations that already leverage a complex combination of infrastructure technologies. Given that most business-critical applications in regulated industries, such as healthcare and finance, are hosted on Citrix, we have built an integration with Citrix to help IT teams solve the most pressing performance monitoring problems.

Voyager ingests key Citrix performance metrics such as ICA latency, logon times, server utilization, and detailed failure codes while using machine-learning to correlate this with data from across the network stack.

Certified as Citrix Ready, Voyager allows Citrix customers to proactively manage and improve the experience for their Citrix XenApp and XenDesktop end users.

KEY BENEFITS

- Effectively manage Citrix XenApp & XenDesktop user experience performance
- Diagnose performance problems in the network versus application infrastructure
- Track performance of critical Citrix applications
- Use of Citrix recommended Monitor Service API
- Industry benchmarking
- Flexible deployment

ANSWER CRITICAL QUESTIONS:

“How can I distinguish between Network issue vs Application issue?”

“Are there specific Citrix applications that are performing poorly?”

“Can I get alerted if the performance of critical applications hosted on Citrix is poor?”

KEY BENEFITS

EFFECTIVELY MANAGE CITRIX XENAPP & XENDESKTOP USER EXPERIENCE

With advanced integration of Citrix real-time performance data into Voyager, IT staff can now have detailed visibility into proprietary Citrix ICA session metrics such as ICA latency, session logon times, application server resource utilization, as well as when and why machine, application, and connection failures occur. These real-time metrics collected for every Citrix user, all XenDesktop and XenApp sessions, are correlated with all other data sources across the entire network to help IT staff to quickly find and fix issues impacting the performance of business-critical Citrix-hosted applications, such as EPIC and Allscripts.
PERFORMANCE PROBLEMS IN THE NETWORK VERSUS APPLICATION INFRASTRUCTURE

Detailed insights into extremely granular complex questions are provided. For example, “Which clinician on the corporate SSID is experiencing poor application response due to poor Wireless coverage on the 3rd floor of building 2?” Any relevant data sources that apply to the root cause of a particular type of Citrix incident are correlated. This provides for systematic call out or the elimination of potential root cause.

If a clinician has poor experience using EPIC hosted on Citrix because the application response is slow, the system automatically correlates relevant symptoms including whether wireless was good or bad. At the same time, the system determines whether the WAN link was over-utilized or if some other problem contributed to a poor application experience. This helps eliminate finger-pointing between various IT teams by identifying the root-cause of performance problems whether they occur in the application or network infrastructure.

TRACK PERFORMANCE OF CRITICAL CITRIX APPLICATIONS

By default, Voyance monitors performance of all XenApp & XenDesktop sessions. Additionally, customers can define individual applications that are critical to their business needs and the platform will automatically identify usage of the application, measure user experience and performance, automatically baseline performance and alert when there is a deviation from the baseline. The automatic baselining also allows customers to track and quantify the effect of any client, infrastructure or application changes to client experience on XenApps & XenDesktops.
USE OF CITRIX RECOMMENDED MONITOR SERVICE API

Voyance uses Citrix Monitor Service API to pull the data from a centralized location - Citrix Delivery Controller. This eliminates the need to poll each individual server, and there could be hundreds of these if not more, depending on the deployment. The Monitor Service API is highly scalable and uses the Open Data (OData) protocol, which is a Web protocol for querying and updating data, built upon Web technologies such as HTTP.

CITRIX PERFORMANCE METRICS OVERVIEW

FIGURE 4: View of Citrix performance metrics - ICA latency, Session logon times, application server resource utilization, application & connection failures
INDUSTRY BENCHMARKING

An ‘objective’ reading on whether customer environments are performing well or not. The same Citrix user experience measurements and statistics (but no personal user data) within all customer environments are compared and anonymously shared among all customers. This uniquely allows customers to see an apples-to-apples comparison between their environment and other similar environments. What does performance of Citrix-hosted applications look like in an environment with 500 client devices and similar network infrastructure? With cloudsourced industry benchmarks, customers can quickly see the answer to this and many other questions.

FLEXIBILITY IN DEPLOYMENT

The Voyance platform can be deployed in multiple ways, depending on the customer’s preference. Voyance Private Cloud is a deployment option wherein the Voyance backend is deployed in a customer’s own data center and therefore no network related data leaves the customer premises. The unique aspect of Voyance Private cloud is that enterprises are still able to have the benefits of the public cloud service — cloudsourcing, feature velocity — within a completely privately operated environment.

OUR PLATFORM

FIGURE 6: Voyance provides secure architecture with optional integration for applications such as Splunk and ServiceNow.
Nyansa is a fast-growing innovator of advanced IT analytics software technology and operates the world's largest and the only vendor-agnostic public analytics service – observing and analyzing traffic across hundreds of production sites with more than 20 million client devices around the world.

The Nyansa Voyance platform is the industry's first full-stack vendor agnostic platform for client experience and critical asset protection.

Employing context relevant machine learning and big data analytics, the Voyance platform collects and analyzes extensive data including packet and flow data, wireless metrics, system log metrics, global threat and IP enrichment data. Nyansa's Voyance product is available as a public SaaS service or as a pre-configured private cloud solution.

Customers range across a variety of industries including companies such as MuleSoft, Stanford University, Uber, Tesla, Mission Healthcare System, San Francisco International Airport, American Eagle Outfitters, and the Mayo Clinic.

Voyance is available for proof of concept demonstrations at no cost. The system is typically deployed and operational in under one hour.

To request a demo, trial or more information, visit: https://www.nyansa.com/demo.