Turning Citrix Resource Manager Data Into Valuable Information

Webinar Event 7/29/2008

Syntax

Introspect for XenApp

Product Overview

Organizational Information Challenges

§ Senior management is concerned with measuring organizational growth, managing costs and ensuring compliance

§ Business line management is focused on productivity and workforce enablement

§ IT management is focused on operational visibility to manage change, optimize resources and minimize troubleshooting

Organizational Need to Turn Data into Valuable Information

§ Citrix collects detailed system usage and configuration data in Resource Manager and the DataStore databases

§ Valuable information exists but is difficult for customers to utilize

§ Organizations typically resort to custom reporting, manual processes or guesswork

Introspect for XenApp

Utilizing multi-dimensional analytics technology, Introspect delivers powerful insight into usage trends and farm configurations captured by Citrix XenApp.

Introspect Customer Spotlight

Introspect – Key Benefits

§ **Capacity Planning**

  § Understand your resource usage trends and optimization your infrastructure

§ **Configuration Analysis**

  § Visualize application, user and server configurations to manage your farm and support troubleshooting

§ **Analyze License Usage**

  § Ensure you have the appropriate licensing based on actual usage and growth

§ **Charge Back / Billing**

  § Implement or enhance charge back programs and recoup IT costs based on business unit usage statistics

§ **Application Management**

  § Ensure top used applications have sufficient resources and identify unused or under utilized software

§ **Audits**

  § Support strategic compliance, security governance initiatives such as HIPAA, SOX and ITIL

Introspect Customer Use Cases

- ## **West Corporation**
  - Delivering chargeback reports to each business unit for application usage

- ## **IBM**
  - Fulfilling SLA's with Fortune100 company using concurrent usage reports that due to volume of data were impossible to create without Introspect

- ## **HSBC**
  - Collecting advanced user metrics for server growth planning and security audits

- ## **Clifton Gunderson**
  - Saved $65,000 annually by reducing applications published by 7% and licenses by 15%.

Introspect Delivers Valuable Information

§ **Scalable analytics engine**
  - § Fast performance accessing an unlimited usage history
  - § No Agent - processing does not impact Citrix performance

§ **Powerful report generation**
  - § Over 50 point-and-click templates included or create ad-hoc reports with no coding
  - § Advanced charts and graphs
  - § Export to popular file formats including: Excel, HTML, PDF, Crystal or XML

§ **Integration with Active Directory to ease user and group reporting**

§ **Report automation and delivery**

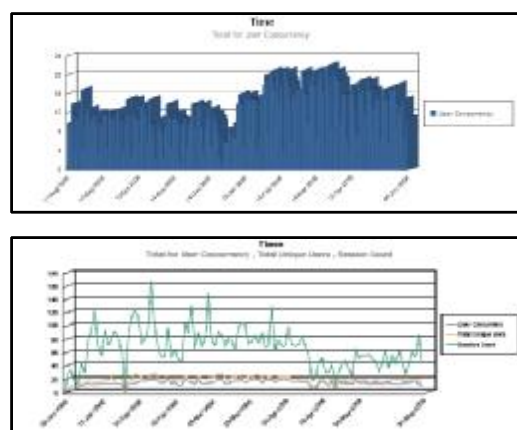§ **Fast implementation in as little as 1 hour**

Introspect Report Examples

Over 50 point-and-click standard templates:

Active Directory and Custom Groups

Concurrency Reports

Memory / CPU Statistics

Session Reports

Capacity Planning Reports
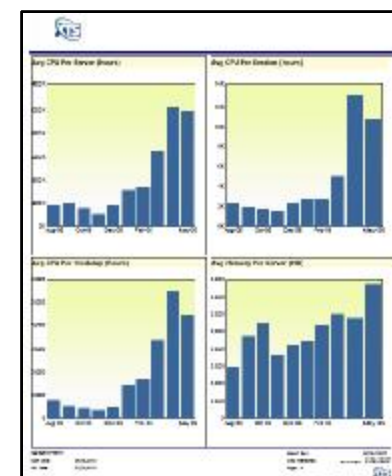
User Access by IP Address

Introspect New Features

§ **Key Features**

§ Analyze application, server, and user configuration for a server farm

§ Detailed view of application and server properties

§ Matrix reports illustrate where applications are installed and user/group access

§ Server hotfix reporting

§ Support for SQL Server 2005

	CXAP-LAB-UEA01	CXAP-LAB-UEA02
Citrix ASC		✗
Citrix Shadow Taskbar		✗
MS Project 2003	✗	✗
MS Visio 2003	✗	
Notes 702	✗	✗

Configuration Analysis

§ **Key Use Cases**

  § Farm deployment documentation
  § User access management
  § Configuration troubleshooting
  § Optimization analysis
  § Server hotfix reporting

Applications

Servers

Users

Introspect
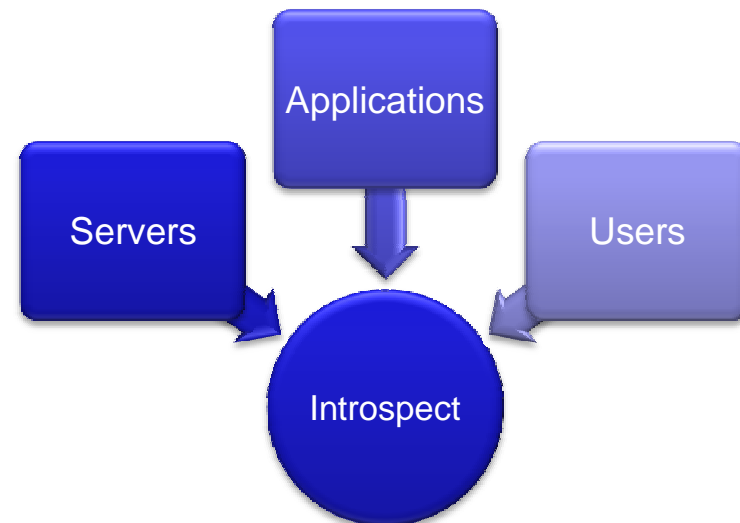
Configuration Analysis Examples

MS Project 2003
Properties
Application Name:	MS Project 2003
Session Window Size:	Percent of client desktop (95)
Colors:	High Color (16 bit)
Hide Application Title Bar:	False
Maximize Application at Startup:	True
Limit Instance In Farm:	No (Unlimited)
Allow Only One Instance for User:	False
CPU Priority Level:	Normal
Command Line:	"C:\Program Files\Microsoft Off
Working Directory:	C:\Program Files\Microsoft Offi
Isolate Application:	False

Servers
CXAP-LAB-UEA01
CXAP-LAB-UEA02

Users
Engineering (Group)
Sales (Group)
Marketing (Group)

Visualize Apps, Servers, Users

Engineering (Group)
Members
1. Raul, Robin (RobinR)
2. Moylan, Mark (MarkM)

Total: 2 users

Applications
MS Project 2003
Properties
Session Window Size:	Percent of clien
Colors:	High Color (16
Hide Application Title Bar:	False

User analysis with AD Integration

	Engineering	Marketing	Sales	EricS	MarkM	RobinR
Citrix ASC				x	x	
Citrix Shadow Taskbar	x	x	x	x	x	x
MS Project 2003	x	x	x			x
MS Visio 2003				x	x	x
Notes 702	x		x			

User and Server Matrix Reports

Introspect Architecture
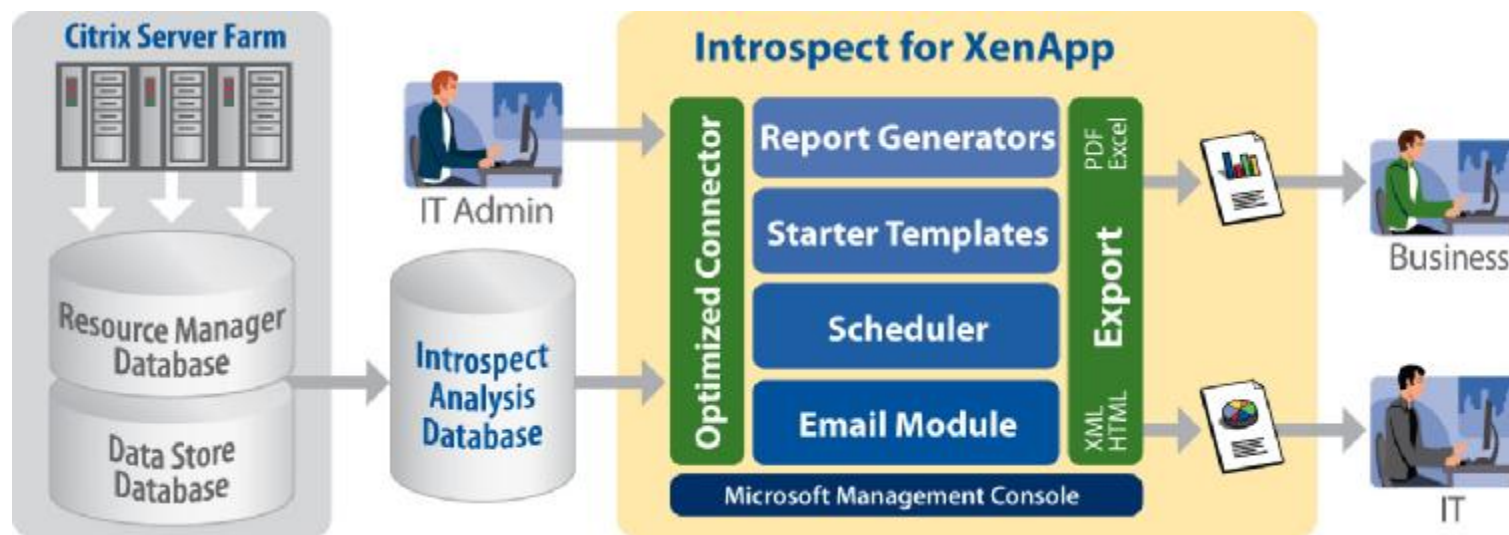
Complements Real-Time Monitoring

Figure 1 The Technology-Oriented Management Stack

Capacity planning						**Introspect**
Service-level management						
Performance management						**EdgeSight**
Event reporting and root cause analysis						
Availability		Performance			Security	
Networks	Servers	Applications	EAI and other platforms	Databases	Web services	

40404

Source: Forrester Research, Inc.

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