



Ask SysTrack for Citrix

Simplified Management and Monitoring of Citrix Environments

Challenge

Citrix administrators waste valuable time trying to locate the information they need to make decisions.

Solution

Ask SysTrack for Citrix is a plugin for Citrix Director that gives Citrix administrators the power to simply ask any question about their environment and receive meaningful, contextual, and insightful answers from within Citrix Director.

The plugin not only provides an IBM Watson-powered natural language insight engine, but also SysTrack's unrivaled visibility into the current and historical end-user experience of desktop groups, enabling you to quickly and intuitively understand current performance and potential performance issues.

Ask SysTrack for Citrix is validated Citrix Ready.

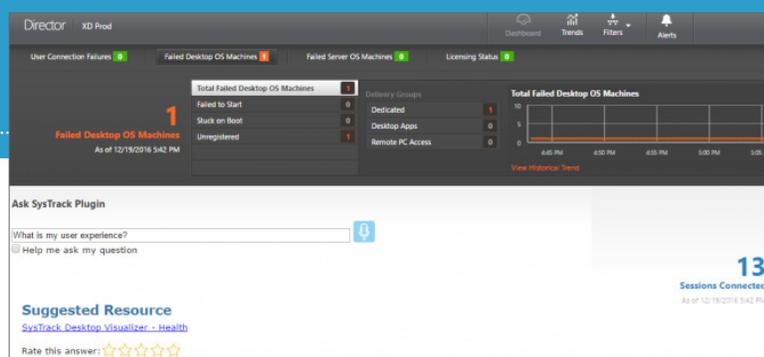
Benefits

- Improve IT efficiency
- Comparative analytics
- Intuitive query interface
- Less cost, better answers
- "Inside-out" visibility
- Ease of deployment

"Lakeside Software's Ask SysTrack for Citrix enhances the administrative experience by integrating workspace analytics with Citrix Director's monitoring functionality. The natural language query system provides administrators a more intuitive experience and deeper insights into their XenApp and XenDesktop environments."

Calvin Hsu
VP, Product Marketing
Windows App Delivery, Citrix

Have a Citrix Question? Ask SysTrack



Ask SysTrack for Citrix enables natural language search within Citrix Director. Citrix administrators gain actionable insights into their XenDesktop/XenApp environments by simply asking.

The Ask SysTrack insight engine applies natural language processing (NLP) and search engine ranking methods to describe, discover, organize and analyze data. This technology allows information to be delivered in the context of the user at timely business moments. With Ask SysTrack, users can interactively analyze IT data by asking questions, and instantly access the most important insights found in the data.

Answering Real Business Questions with Workspace Analytics

IT administrators have access to more data on their environments than ever before. This information allows them to uncover new and additional insights into system performance and end-user experience—at least, it should. To unlock the full power of their data, admins need an easier way to locate key information and answer business-critical questions:

- “Is user experience getting better or worse?”
- “What applications are being used most often in my organization?”
- “Which users are consuming the most bandwidth?”

The answers to these questions must be contextual to the asker and the scenario. Otherwise, the information returned won't be specific enough to suit the admin's needs and stakeholders at higher levels in the enterprise value chain will make sub-optimal decisions. Without relevant and contextual information, the estimation and risks associated with IT-enabled business change will ultimately be less reliably timely, correct or successful.

With Ask SysTrack for Citrix, administrators can ask any question about their XenApp and XenDesktop environments using plain English and get meaningful insights either from Citrix Director itself, or from SysTrack. Ask SysTrack quickly delivers answers to some of the most pressing Citrix questions:

- “Do I have any Citrix licensing issues?”
- “Do I have any unregistered Citrix sessions?”
- “Which of my VDI workloads could benefit from GPU acceleration?”

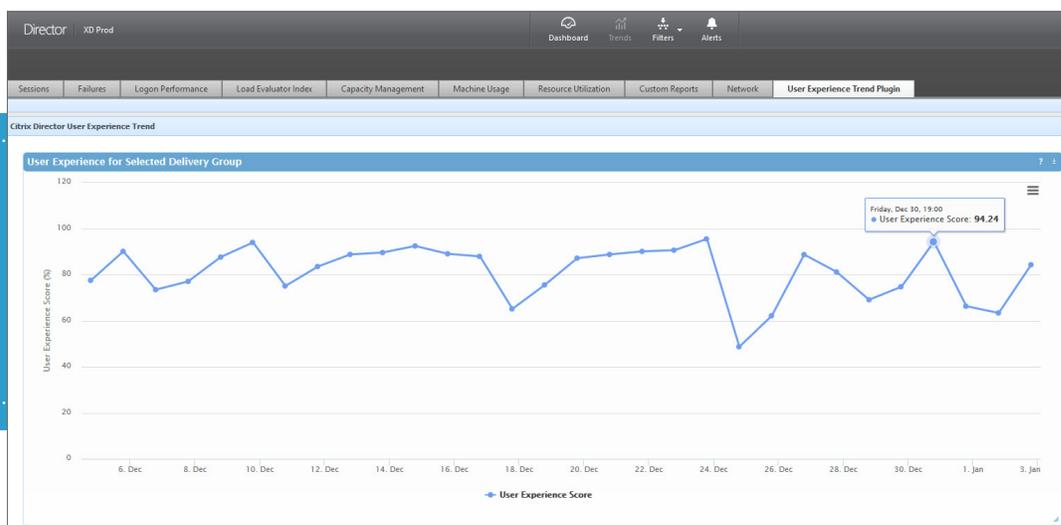
Ask SysTrack leverages IBM Watson Cognitive Services to enable a natural language interface for the SysTrack Workspace Analytics platform. SysTrack uses detailed system resource, application state, and user activity data to provide actionable analytics and insights for all facets of IT.

“By combining IBM Watson cognitive services with SysTrack workspace analytics, the Ask SysTrack insight engine puts IT insights at the fingertips of business users exactly when they need them.”

The more IT data that organizations collect, the harder it is to find the data they need. Just as consumer search engines enable easy discovery of information, so IT departments and workspace service providers must also create value for business users through a similar means of natural language and contextual search.”

Piero Chiodo
VP, Client Care Services
GTS Mobility Services, IBM

Track Key End-User Trends Within the Director Interface



What Can Ask SysTrack Do for Your Citrix Environment?

BUSINESS BENEFITS



IT PRO BENEFITS

Improve Productivity

SysTrack helps IT professionals bridge the gap between IT and the business. Ask SysTrack for Citrix provides easily accessible telemetry and insights for improving end-user experience.

Comparative Analytics

Ask SysTrack helps IT vet how their Citrix user experience and system performance compare across geographical locations, organization units, and—with SysTrack Community—even users in their vertical or companies of similar size.

Simply Ask

Just as consumer search applications offer discovery of information without conscious query on behalf of the user, Ask SysTrack creates value for Citrix administrators through a familiar means of proactive search, without having to learn a new interface.

Less Cost, Better Answers

Ask SysTrack reduces the amount of time and effort required for administrators to gain access to necessary Citrix information and insights.

Inside-Out Visibility

SysTrack provides the ultimate vantage points—from within the XenApp server, to the user session and VDI desktop, to the physical device accessing them—enabling granular digital experience monitoring.

Easy to Deploy

Ask SysTrack for Citrix is Citrix Ready. The SysTrack agent is invisible to the end user and engineered to have no discernible impact on system performance. SysTrack begins collecting data immediately and gives IT complete visibility and control over its desktop estate. The management console can be deployed on-premises or as a cloud service.

About Lakeside

Lakeside Software is a leader in Workspace Analytics. Through our flagship solution, SysTrack, we help IT place end users at the center of their initiatives providing them with tools to monitor, analyze and optimize end-user experience. How? SysTrack gathers performance and end-user data directly from the place end users consume IT: the endpoint. The result is an IT team with the endpoint visibility it needs to optimize environments for end-user experience and make way for business productivity.

Learn More

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