

GET **SAVE** MORE

with liquidware

Tap into the Liquidware Get More, Save More program to get a number of Cost Savings Analysis reports that can show you how to save thousands of dollars while optimizing and getting more from your digital workspace investments.

Troubleshooting – Eliminating Downtime

Employee productivity and satisfaction rely heavily on instant access to workspaces. Workspace issues, especially for shared systems, can be caused by a variety of factors, including infrastructure configuration, resource or network bottlenecks, or application behavior. It is very difficult to spot the root cause of issues especially when workspaces run on complex shared infrastructure, such as virtual or cloud-based workspaces. The longer it takes to resolve problems the greater the impact on user productivity and the business.

But what if you could quickly identify root causes and remediate issues quickly?

Stratusphere™ UX comprehensively monitors workspace performance across the infrastructure providing scoring, composite rankings, and smart alerts to highlight issues. Admins can very quickly address problems of bottlenecks, resource constraints, workload balancing or misconfiguration before they escalate or even prevent them altogether.

Stratusphere UX data can also be leveraged proactively to uncover a spectrum of issues that may be hidden by conducting health checks of the entire environment.

Engage in a FREE Cost Analysis Savings report and evaluate the impact on your environment.

- Leverage Stratusphere UX metrics to quickly spot issues across the workspace infrastructure.
- Tap into thousands of end-to-end metrics eliminating “blind spots” due to lack of comprehensive data.
- Prioritize critical issues by impact (severity) and frequency for optimal resolution planning.
- Validate improvements using Stratusphere UX metrics for before/after comparisons.

Troubleshooting

Issue	machine %	machines impacted	frequency %	downtime	avg downtime (sec)	Annual downtime (hour)
Disk Q	96%	24	41%	1	3.28	59.2
Server latency	64%	16	55%	1	4.40	79.4
Session latency	44%	11	76%	1	6.08	109.8
swap	100%	25	27%	1	2.16	39.0
User Profile	100%	25	16%	10	1.28	23.1
Total	404%	101	215%	14	17.20	310.6

Note:

We identified 5 major issues impacting user productivity. Estimated downtime is one second per occurrence, unless specified otherwise (login, GPO, user profile...)

Savings are based solely on end user productivity loss. Time saved for IT administrators to identify and fix the issues is not included.

Major issues count	5
Avg. daily downtime/machine (secs)	17
Total projected yearly downtime (hours)	311
Downtime cost	45
POC annual savings	13,975
Average savings/machine	559
Total machines :	2,000
Total Savings	1.12M

Customer Savings Example

A utility company adopted Stratusphere UX to allow admins to identify root causes of workspace problems faster and to reduce time-to-resolution on trouble tickets. The customer was running a hybrid environment of workspaces supporting 5000 users.

After the analysis, this customer uncovered that five key issues were impacting user productivity and that they were losing an average of 300-plus hours per year in user downtime. At an average \$45 per hour wage, this downtime ran to sizeable amounts each year.

This customer estimated they will save almost \$3,000,000 annually in recovered uptime for employees by proactively monitoring their environment and prioritizing critical issues by impact.

Now It's Your Time to Save More While Getting More.

Are you interested in receiving a FREE Cost Savings Analysis of your environment in order to maximize the efficiency of your Help Desk Support Operations team? Contact us today and set up a meeting to discuss your objectives. There is no obligation, and we can deliver the results of our evaluation to you in as little as one week!

Get More Info and Sign up at: <https://info.liquidware.com/Troubleshooting>

Learn More at:
www.liquidware.com