



## Make Work from Home, **Work Better!**

Top 5 Metrics You Need to Know to Monitor & Troubleshoot on Citrix Workspace

 $H_{C_s}$ 



Work from home is the new norm

The pandemic induced safety regulations have scattered workforces out of offices and into their homes. While professionals are adapting to this new work mode, IT is striving to offer better experiences for employees working remotely. But it comes with its set of challenges.

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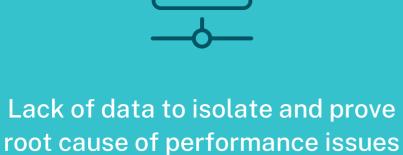


to see all IT elements impacting user experience from the endpoint, to user behavior, to the supporting infrastructure.

Admins lack a single-pane of glass



external factors that impact performance such as home WIFI quality, number of people consuming bandwidth, and increased use of video conferencing.



lead to longer IT response times.



hinders productivity and increases frustration.



- George Spiers Citirix CTP

of their time troubleshooting basic end-user tickets."

"Deep technical experts spend anywhere from 25-30%



### the remote-work problems? Over the years, Citrix and Goliath Technologies have worked with various clients with remote working needs. Our deep experience has helped us glean valuable insights into user behaviors,

How do we start solving

which in turn has enabled us to improve IT's role in offering better employee experiences in remote-work settings. There are 5 core metrics that you need to measure and monitor in order to determine your remote-worker experience. By monitoring these metrics, you can:

Anticipate IT problems and address them before they mature into

real issues impacting employees.



Troubleshoot employee experience issues quickly to drive faster resolution.

Document employee experience to foster effective collaboration

across IT Teams, vendors, management and employees.





### **ICA RTT (Round Trip Time) Network Latency**

**Employee Experience in Home Offices** 



Indicates the performance of the

session. If RTT is above 450ms,

the end user is experiencing

slowness in their session.

**Connection Speed** Is a signpost of the bandwidth the user has at their endpoint machine for Citrix. If connection speed is consistently lower than 10 Mbps, it means the user does

not have enough bandwidth for a

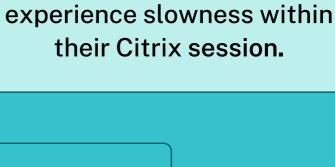
responsive Citrix session and

could experience slowness. High

ICA RTT and network latency

with low connection speed could

mean end-user is experiencing slowness due to their home WIFI connection.



Shows the network performance

for the Citrix session. If it is above

250ms the end user could

**CPU & Memory Usage on VM** 

Identifies server performance

and resource availability.

**Underlying infrastructure** 

(hardware and software)

equipped with low RAM will

give only low processing

power, causing slowness in

the user experience. If these are high, then server infrastructure could mostly be the root cause of a performance lag, and not user behavior or home WIFI.



The Value In A Single Pane Of Glass Knowing these 5 metrics are not enough. You need to see them in a single pane of glass to help IT pros transform from reactive to proactive. IT administrators like you can transform



from being reactive to proactive while supporting the

employee experience of your work from home teams.



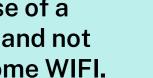


vendors & IT teams root

cause and resolution

Goliath offers software that acts as a single pane of glass. Our software has embedded intelligence and automation which includes hundreds of pre-configured monitors that will automatically begin to look for events, conditions and failure points that can negatively impact end user experience. We proactively notify IT of performance issue because our alert triggers are set using best practices thresholds derived from Citrix, VMware, Microsoft, and our own Goliath consulting experience.

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# **Interaction Time**

