

Make Work from Home, Work Better!

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



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.



Admins lack a single-pane of glass to see all IT elements impacting user experience from the endpoint, to user behavior, to the supporting infrastructure.



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



Lack of data to isolate and prove root cause of performance issues lead to longer IT response times.



Poor employee experience hinders productivity and increases frustration.

“Deep technical experts spend anywhere from 25-30% of their time troubleshooting basic end-user tickets.”
- George Spiers
Citrix CTP

How do we start solving 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, which in turn has enabled us to improve IT's role in offering better employee experiences in remote-work settings.

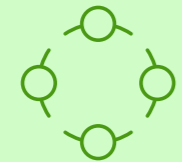
There are 5 core metrics that you need to measure and monitor in order to determine your remote-worker experience. By monitoring these metrics, you can:



Anticipate IT problems and address them before they mature into real issues impacting employees.



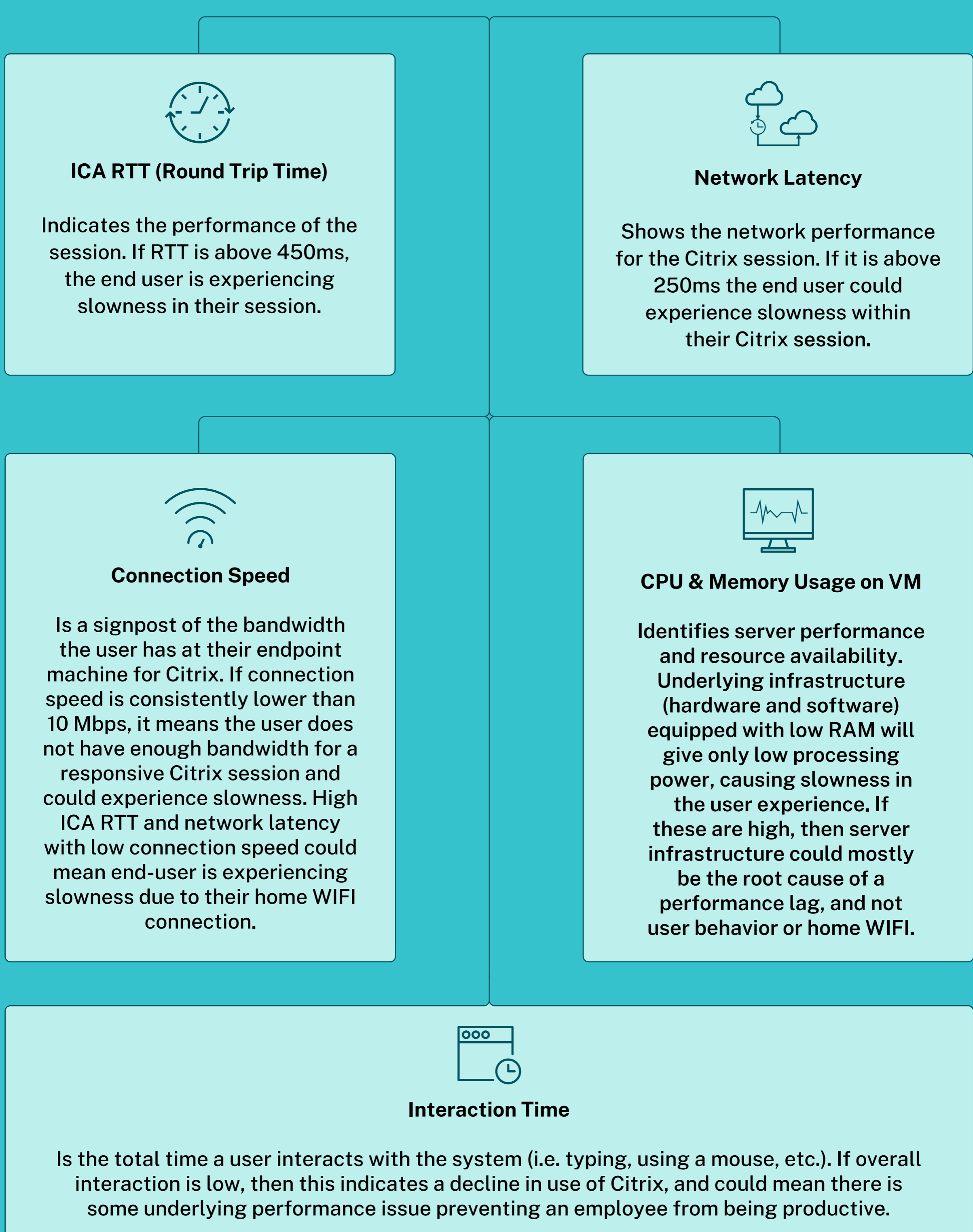
Troubleshoot employee experience issues quickly to drive faster resolution.



Document employee experience to foster effective collaboration across IT Teams, vendors, management and employees.



5 Metrics to Use to Monitor & Troubleshoot Employee Experience in Home Offices



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.



Prevent user experience issues and IT tickets altogether



Reduce time spent troubleshooting



Use data to prove to users, management, 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.

To learn more visit <https://goliathtechnologies.com>