

# NetScout nGeniusONE Service Assurance Platform for XenApp, XenDesktop and NetScaler

## Solving Performance Issues That Impact Citrix-enabled Services

*Only NetScout has 'Always-On' Real-Time Continuous Monitoring of Layers 2-7 for XenApp, XenDesktop and NetScaler Citrix Environments*

### The Challenge of Keeping End Users Happy

Citrix service elements, such as the StoreFront, XenApp, XenDesktop, and NetScaler, are used to deliver essential business services for anytime / anywhere access to corporate business applications, collaboration services and other IT services. When services leveraging Citrix are slow, impaired or degraded, the responsible IT team must resolve the issue quickly (Mean-Time-to-Repair/Resolution - MTTR) and in many cases, also prove it is NOT a Citrix issue (Mean-Time-to-Innocence - MTTI). Unfortunately, relying on point management tools that look at symptoms one at a time, without context, typically can only rule out one area of the service delivery chain as the source of the problem. Often cumbersome and incomplete, the use of these tools creates excessive delays in diagnosing the true root cause of the problem, while the impact to customers and business users can be devastating. NetScout's unique approach eliminates these problems and enables faster MTTR and MTTI.

### Solving Problems Fast

The nGeniusONE™ Service Assurance platform provides the industry's most comprehensive view of the performance characteristics across all infrastructure and application components associated with delivering IP-based services. nGeniusONE is powered by Adaptive Service Intelligence™ (ASI) technology, a patented highly scalable deep packet inspection engine that leverages rich traffic-flow data for extracting key performance metrics across all service domains. This helps IT organizations to more effectively manage the health and availability of diverse application environments. As a result, this improves the network and application teams' ability to proactively identify and triage network performance issues impacting Citrix based services, assess the business impact and quickly identify the root cause of problems.

### Why Choose NetScout?

- ✓ **Innovation**  
Inventor of network instrumentation
- ✓ **Dependability**  
More than 25 years dedicated to delivering ITOPs solutions
- ✓ **Scalability and Scope**  
Carrier-class scalability in an easy to use solution

Citrix Ready Certified for XenApp, XenDesktop & NetScaler

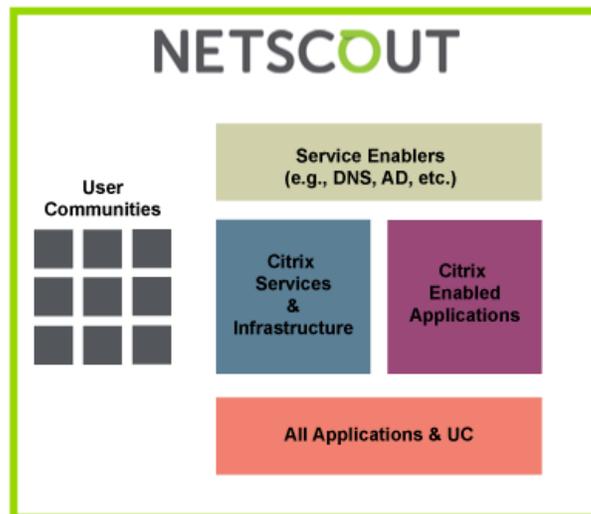


Figure 1: Only the nGeniusONE platform delivers complete visibility across the IT infrastructure. This approach ensures that all aspects of the Citrix-enabled service are monitored, as well as other IT services. With nGeniusONE and ASI, ITOPs can quickly triage service problems and dramatically reduce MTTR.

## Trusted Leader in Service Assurance

NetScout has been singularly focused on providing innovative technology and solutions targeted to network, application and service performance management for nearly three decades. NetScout is an IDC market share leader with more than one billion dollars in annual revenues. We invented network instrumentation, created Sniffer™, patented ASI and most recently, released nGeniusONE with its one-of-kind view of services across network and application environments. Our solutions are deployed and operating in the world's largest, most complex networks for some of the most demanding enterprises, government agencies and services providers. By providing unmatched visibility, high quality analytics and superior visualization capabilities, we help people pinpoint the root cause of service delivery problems across complex global environments.

## Manage More Efficiently and Effectively

- Enable quick time to resolution and MTTR reduction with carefully crafted workflows
- Use contextual analysis of server, network, and application performance with patented ASI technology
- Support large scale geographically distributed deployments with scalable, enterprise-class architecture
- Continuously monitor, triage and troubleshoot all IP-based business services
- Get insight into the performance of all infrastructure and application components involved in service delivery
- User Friendly Dashboard, Service and Traffic Monitors with contextual Session Analysis and Packet Analysis drill downs
- Create day-to-day operational reports which can be scheduled for recurring delivery with built-in reporting module

*Only NetScout provides top-down service delivery management that with three clicks moves you from a Service Dashboard to expert packet-level analysis and decode for deep-dive investigation of service delivery issues.*

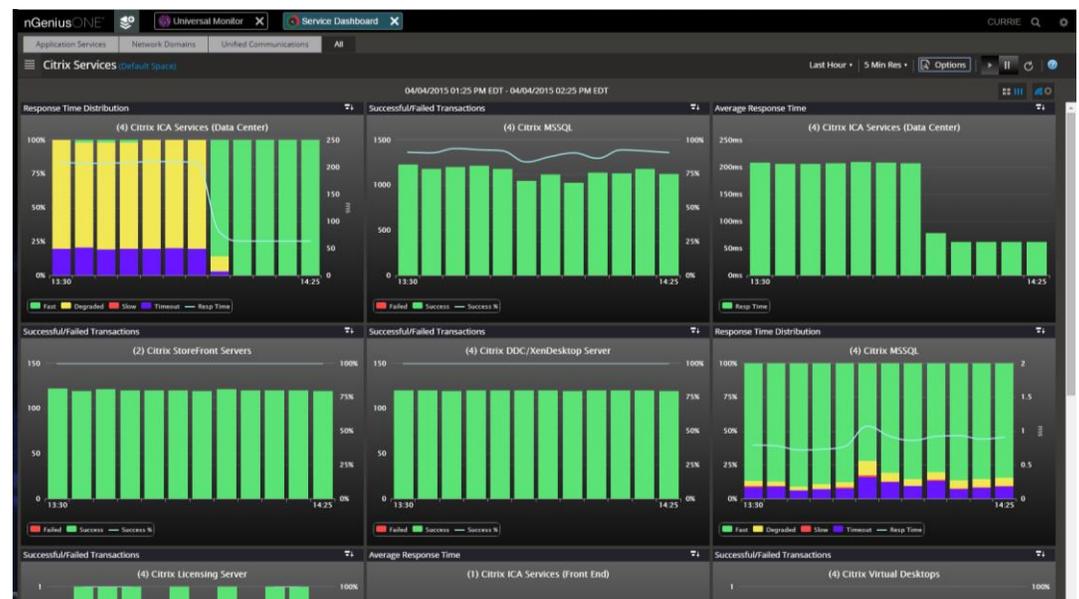


Figure 2: nGeniusONE dashboards provide a quick view into all aspects of the Citrix-enabled service. In the graphs above we can see the performance Citrix services such as the Storefront Servers as well as backend MSSQL databases. nGeniusONE is configurable to provide the most relevant information based upon the user's perspective.

**NetScout –  
IDC Market Share Leader**

**nGeniusONE Benefits for Citrix-enabled Services**

The nGeniusONE platform evaluates the performance of Citrix and the underlying network and business applications as a service. Some examples of problems that you can solve include:

- Identify the cause of authentication failures
- Isolate a widespread slowdown in several applications, including some Citrix-based services
- Discover the source of lag and application freezes
- Pinpoint the source of a Citrix-based service degradation in a specific regional office
- Assess the nature of an intermittent degradation in response times for a specific Citrix-based service

*The deep intelligence carried in data traffic is our guiding force. It sheds light on where you've been and where you can go. Insights accrue every day with torrents of information. Now, it's about turning those insights into untapped opportunities.*

*Excerpt from NetScout Manifesto*

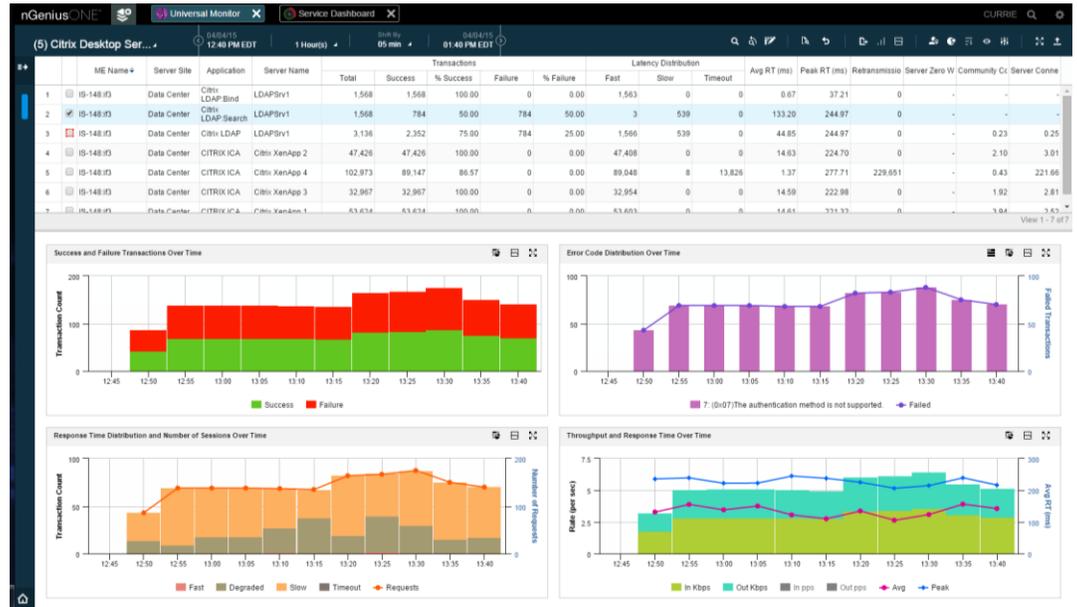


Figure 3: The nGeniusONE Universal Monitor for Citrix XenApp provides graphical summaries of response times, error codes and failures to quickly focus in on the cause of poor user experience. A user can select a server or servers in the table above the graphs and see and compare key performance metrics. Sorting and accessing information with speed and precision.

**Rely on nGeniusONE for Citrix**

Services delivered across enterprise networks today literally run the business; they generate revenue, satisfy customer demands and optimize budgets. That is why there can be no off and no slow down when it comes to service availability and performance. When services that leverage Citrix are disrupted in any way, quickly getting to the source of the problem is essential. The nGeniusONE platform provides rapid triage and efficient troubleshooting capabilities that reduce the noise and focus on the key metrics throughout the overall environment to pinpoint the true source of the impairment and lower the MTTR, so organizations can get on with their business as quickly and efficiently as possible. We look forward to telling you more.

**About Citrix Ready**

Citrix Ready identifies recommended solutions that are trusted to enhance the Citrix Delivery Center infrastructure. All products featured in Citrix Ready have completed verification testing, thereby providing confidence in joint solution compatibility. Leveraging its industry leading alliances and partner eco-system, Citrix Ready showcases select trusted solutions designed to meet a variety of business needs. Through the online catalog and Citrix Ready branding program, you can easily find and build a trusted infrastructure. Citrix Ready not only demonstrates current mutual product compatibility, but through continued industry relationships also ensures future interoperability. Learn more at [www.citrix.com/ready](http://www.citrix.com/ready).

**About Partner**

NetScout Systems, Inc. (NASDAQ:NTCT) is the market leader in service assurance solutions that enable enterprise and service provider organizations to assure the quality of the user experience for business and mobile services. NetScout technology helps these organizations proactively manage service delivery and identify emerging performance problems, helping to quickly resolve issues that cause business disruptions or negatively impact users of information technology. Visit [www.netscout.com](http://www.netscout.com).

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