



## Maastricht Upper Area Control Centre

### Challenge

When the Maastricht Upper Area Control Centre (MUAC) migrated its physical and virtualized office workstations to Windows 7 users complained about **slow logons**.

MUAC's systems engineers realized they needed reliable data in order to objectively analyze the subjective user statements. The engineers wanted to break down the total logon duration and find out which phase consumed how much time. As an example, they were interested in the **startup time** of RES Workspace Manager, a product they had introduced only recently as part of the migration project.

### Solution

uberAgent's extensive user logon monitoring capabilities combined with its support for RES Workspace Manager gave MUAC's engineers the numbers they needed.

As a Splunk app uberAgent also integrated neatly in MUAC's existing Splunk installation, increasing the value of the platform in place.

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*"uberAgent is easy to install and manage, unobtrusive and an invaluable source of information on what happens on our client stations."*  
— Luc Dekens, Systems Engineer, MUAC

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### Benefits

"uberAgent allows us to pinpoint potential issues in our client configuration and it gives us a **clear picture** of the resource consumption on said clients" explains Luc Dekens, Systems Engineer at MUAC.

He continues, "uberAgent allows us to map real numbers to subjective observations. It has allowed us to **significantly improve** the logon duration, thanks to data it provided to us. Due to this positive experience we decided to install uberAgent on all our client stations and use it as a key tool to analyze issues reported by our customers."

#### Company Profile

Operated by EUROCONTROL on behalf of four European States, MUAC provides cross-border air navigation services in the upper airspace of Belgium, the Netherlands, Luxembourg and north-west Germany.

#### Industry

Air navigation services

#### Region

Benelux and northwest Germany

#### Company Size

640 employees

#### Technology Environment

- Windows 7 (PCs, laptops and VDI)
- VMware Horizon View 5.x
- RES Workspace Manager 2012



#### vast limits GmbH

We build enterprise-grade software.

Our CTO architected what is now Citrix Profile Management.

Our tools have been downloaded more than half a million times.

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