uberAgent

Die Mobiliar

Challenge

Migrations from old to new systems always involve stumbling blocks and difficulties. Things work differently than before, features disappear and employees have to find many new solutions.

This is what our customer *Die Mobiliar* experienced when they wanted to upgrade from Citrix XenApp 6.5 and Citrix XenDesktop 5 to version 7.x. The **monitoring capabilities of Citrix Director were too limited** compared to its predecessor Citrix EdgeSight.

Die Mobiliar's Citrix engineers needed a tool that is **easy to handle** while providing **comprehensive information** about user sessions and resources from desktops and apps. They were also specifically looking for a tool that offered the possibility to **compare metrics between different platforms**.

Solution

As Splunk was already in place, the engineers found uberAgent very easy to implement. The only thing they had to do was to push the agent to their virtual desktops and servers. Time is money – not being forced to implement a whole new backend infrastructure saved valuable engineering time and kept the costs to a minimum.

"uberAgent not only shows that issues are very often not Citrix's fault, it also helps to find the root cause of a bad user experience."
— Sacha Thomet, Systems Engineer and CTP, Die Mobiliar

Benefits

The engineers now immediately see how **configuration changes** influence resource consumption as well as **user experience**!

uberAgent **covers all challenges** *Die Mobiliar* was facing. On top of that it fits very nicely in the existing software stack as it **empowers the existing Splunk environment** with extensive additional information.

Company Profile

Die Mobiliar was founded 1826 and is the oldest private insurance company in Switzerland. It is still anchored in a cooperative society. The products are focused on property and life insurance. 1.7 million individuals and companies are trusting *Die Mobiliar*.

Industry

Insurance

Region

Switzerland

Company Size

4,000 employees

Technology Environment

- Virtual Desktop Infrastructure
- Server Based Computing
- Citrix XenDesktop 7.x

vast limits GmbH
We build enterprise-grade software.
Our founder architected what is now Citrix Profile Management.

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