ESG Brief

Login VSI: Mitigating VDI Performance Issues and Enhancing Productivity with Login PI

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Abstract: Being able to look into an organization's VDI environment in real time can be challenging at best for IT. Without the right type of solution to monitor and manage virtualized environments, user productivity can be compromised due to unforeseen performance and reliability challenges, which can negatively impact the quality of experience. Login VSI's recent improvements to its workspace management solution, Login PI, are giving organizations across industries an opportunity to mitigate potential issues before they can impact user productivity, resulting in an increase in IT's ability to achieve and scale VDI implementations with a high degree of confidence.

Overview

The fast pace of business today has organizations scrambling, trying to work within the confines of already constrained budgets while delivering a predictable and optimized end-user experience. Across organizations, deployments that can potentially impact user experience, productivity, or security are closely inspected before they are implemented. And the same holds true when it comes to virtual desktop infrastructure (VDI) deployments. But without insight into the virtual environment, even the most carefully planned undertaking can present unforeseen problems—think high latency driving poor performance, in turn negatively impacting end-user productivity, which consumes IT time and resources—potentially placing the entire project at risk. How can organizations ensure predictable performance and better (and higher) availability, so that any potential platform, application, and infrastructure issues in their VDI environments won't sideline end-users? By attaining overall visibility into the virtualized desktop environment with the real-time capability to effectively measure, monitor, and manage performance.

Increased Employee Productivity Helps Justify Investments

As IT professionals glance at the lengthy to-do lists on their whiteboards, they also are tasked with justifying their IT investments to their business management team. In fact, according to recent ESG research, more than one-third (34%) of IT professionals surveyed believe that one of the most important considerations in justifying IT investments to their organization's business management team is whether they provide fundamental improvements to security, followed closely by 31% of respondents who indicated that increasing employee productivity is one of the most important considerations (see Figure 1).[1] The connection between securely delivering applications and using technology such as VDI

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[1] Source: ESG Research Report, *2017 IT Spending Intentions Survey*, to be published.

means that IT can comfortably place such initiatives on the top of the project list, confidently communicating its advantages to business management teams.

Figure 1. IT Investment Justification

Which of the following considerations do you believe will be most important in justifying IT investments to your organization's business management team over the next 12 months?
(Percent of respondents, N=641, three responses accepted)

Improved security/risk management	34%
Increased employee productivity	31%
Improved customer satisfaction	29%
Improved regulatory compliance	29%
Return on investment	29%
Increased revenue	27%
Reduced operational expenditures	25%
Business process improvement	25%
Speed of payback	18%
Reduced capital expenditures	17%
Reduced time-to-market for our products or services	16%

Source: Enterprise Strategy Group, 2017

Login VSI: Monitoring Performance and Enhancing End-user Productivity

A well-known VDI performance benchmarking vendor in the industry, Login VSI has expanded its VDI acumen with Login PI to provide organizations with centralized performance monitoring for virtualized desktop infrastructure (VDI) and server-based computing (SBC) environments. Working with VMware Horizon, Citrix XenDesktop and XenApp, Microsoft Remote Desktop Services, and other Windows-based virtual desktop solutions, Login PI enables companies to streamline operations management by centrally monitoring VDI operations using turnkey, customizable workloads and agentless installation. The latest release of Login PI features an improved dashboard to view performance insights for system predictability, examine network latency reporting, and drill into login details for deeper inspection.

Performance insights. Using Login PI, system administrators can proactively manage their organization's VDI environment —without impacting the user experience. By simulating real tasks and user actions, Login PI is able to alert administrators to any performance issues occurring during those tasks. This means that IT can measure, as well as predict, the performance levels of their employees' virtual workspaces to ensure that potential problems can be mitigated before they can impact productivity. This enhanced release offers real-time predictive data for network latency and logons, allowing IT to considerably reduce the number of system performance issues, which in turn decreases the volume of calls to the help desk. Ultimately, IT gains the ability to tend to more valuable, revenue-generating initiatives, while reducing negative impact to end-user productivity.

Latency reporting. IT is now able to measure network latency in milliseconds, allowing administrators to view not only the level of service, but also the location from which slow performance is originating—on-premises in the data center or in the network connection. Login PI also provides metrics for CPU, RAM, and bandwidth consumption so that IT is better able to predict future performance, reducing any potential problems before they occur.

- **Interactive dashboard shows up-to-the-minute performance**. Real-time performance views showing the state of the VDI environment allow IT to be proactive rather than reactive to potential issues. (Views include performance of individual applications and alert IT to any potential issues and outages.)

- **Application program interface allows for easy data integration**. The administrator console allows IT to integrate data collected by Login PI with existing organizational tools and consoles. Developers can also use the console tools with Login VSI's API, which automates different phases of job creation, queries results, and sends alerts from the Login PI database.

- **A single network port for all communication eliminates risk of multiple open ports**. Only one network port is necessary for all communication, eliminating the need to open multiple ports in an organization's firewall (thereby eliminating risk).

- **Automated email alerts save time and spare users from interruption**. Alerts and notifications can now be sent directly to a specific email, rather than interrupting IT from other tasks and forcing them to take the time to access a central console.

- **Improved launcher automates tasks while managing jobs**. Login VSI defines launchers as "the endpoints that will initiate the remote sessions to the VMs in an [organization's] environment." The improved launcher will automatically track new jobs and check resource availability *before* launching additional jobs. In case of system interruption, the system can self-correct without assistance from the system administrator. With security a top-of-mind concern throughout industries, a new approval process requires that administrators approve a launcher prior to it becoming active.

- **On-screen mouse click support makes creating custom workloads easier for users**, who now have the ability to click on the screen.

Login VSI has created a standard among organizations that want to properly size and benchmark VDI for production use. The company has the opportunity to take the trust it has established and parlay it into further insight and intelligence in a live production environment. The monitoring and management market is a busy space that is getting crowded fast. The company will have to distinguish itself among the new entrants in the market to become the de facto VDI monitoring and management company—just as it has done with VDI performance testing. While building initial awareness and momentum within its existing customer base should be a top priority, the vendor also needs to create a heightened awareness among new customers and potentially target system integrators, educating them on Login VSI's expertise and the value of its products.

The Bigger Truth

As more organizations turn to VDI, it stands to reason that IT must be able to proactively manage these virtualized environments, requiring them to gain visibility. Without this insight, it would be difficult (close to impossible) for IT to correct potential performance issues before user productivity is negatively impacted, which gives IT little choice but to spend valuable time addressing and correcting network issues that could have initially been avoided—in addition to limiting their ability to scale beyond existing implementations.

Known for assisting organizations in monitoring and assessing the performance of their VDI environments, Login PI now offers additional features that further allow businesses to counteract the negative effects of poor performance issues before they can impact productivity. Organizations that are exploring ways to improve the performance of their VDI deployments and environments should take a look at Login PI, which now includes real-time capabilities that can measure,

monitor, and manage performance in their VDI environments. The results could be enlightening and help IT achieve one of its main goals—delivering a predictable workspace that is easy to manage and maintain to end-users.

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