



About eG Innovations, Inc.

eG Innovations, Inc. is the leading provider of real-time monitoring and proactive triage solutions for IT Infrastructures. eG's patented automatic root-cause and triage technology is key to ensuring high availability and performance of mission-critical IT services, where proactive monitoring, rapid diagnosis, and instant recovery are critical. Customers worldwide use eG solutions to improve the quality of their services, thereby enhancing their competitive positioning, lowering their operational costs and optimizing the usage of their infrastructures.

Primary Product Description

Citrix[®] MetaFrame[®] Presentation Server environments are typically multi-tier in nature including the Web front in Citrix ends, presentation servers, backend databases, authentication services, etc. Owing to the multi-tier nature of these environments, a slow-down in one tier (e.g., the authentication server) can cause a slow-down of the entire service. When a slow-down occurs, an administrator of the Citrix farm has to quickly determine what the source of the problem could be i.e., Is it the network? Or the Web interface server? Or the authentication server? Or the Citrix MetaFrame Presentation Server? Or the backend database? Accurate, fast diagnosis of problems helps reduce downtime and improve customer satisfaction. The eG suite offers 100% Web-based monitoring of Citrix MetaFrame Presentation Server farms. The eG suite includes extensive, pre-defined, customized models of the different applications in the Citrix farm including Citrix MetaFrame Presentation Servers, Windows[®] domain controllers, infrastructure servers like DNS, LDAP, Active Directory and other network devices. These models define key metrics that are needed to track the different applications, analysis methodologies for these metrics, and correlation models that are used to customize eG's patented single-click root-cause technology for Citrix environments.

How Does the Product Enhance/Complement Citrix Products/Services

Citrix delivers products that facilitate remote/mobile access to applications and services over LANs and WANs. To provide an effective alternative to installing and managing applications on the desktop, Citrix environments must deliver the same quality of service that users have come to expect from local applications. The eG suite helps administrators manage the entire IT infrastructure end-to-end, in real-time, so they can be alerted as any performance degradation or abnormal usage is detected. Using its automated root-cause diagnosis technology, the eG suite also helps pinpoint the cause of the problem. Hence, administrators can use the eG suite to ensure their critical applications are available and performing all the time.

How do eG Innovations, Inc. and Citrix Benefit from the Alliance

Benefits to Citrix

In an IT infrastructure the end-user experience and the overall performance can be influenced by numerous factors the performance of the enterprise applications being accessed, the network infrastructure being used, load on the hardware, etc. The eG suite can be used by customers to pro-actively identify which application(s)/layer in their Citrix infrastructure are the bottlenecks.

Better manageability and peak performance of the Citrix infrastructure can result in happy customers of Citrix.

Benefits to eG Innovations, Inc.

eG aims to be the best monitoring solution for Citrix environments. Its focus on monitoring and management for Citrix environments allows eG Innovations to deliver a comprehensive solution that can be targeted at the entire Citrix customer base.

Primary Product Pricing

Company Home Page

<http://www.eginnovations.com>

Primary Product Home Page

<http://www.eginnovations.com/egcitrix.htm>

Related Web Pages

<http://www.eginnovations.com/whitepapers.htm>

eG Innovations, Inc. Customer Listings

Service Providers: Ciber, Inc., Independent Consulting

Services Enterprises: New Enterprise Stone & Lime, Inc.

Government: Nevada County