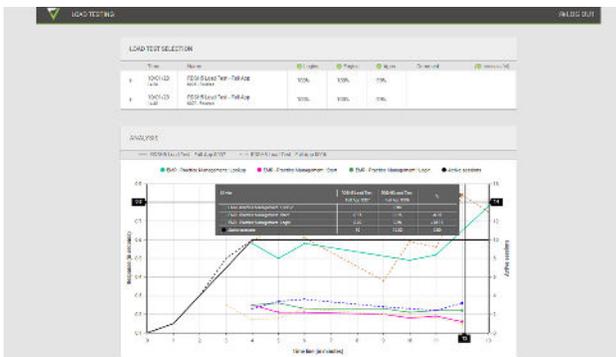




## How to Achieve a Healthy VDI Environment

-  Healthcare
-  Employee +10,000
-  Illinois
-  Medical Devices / Pharmaceutical



### About Company

A global healthcare company providing global VDI deployment comprising over 1,000 seats, all deployed via VMware Horizon.

### The Challenge

The company implemented a VDI environment to drive improved operability, flexibility, business continuity, and security in their desktop environment. As VDI became increasingly critical, reliability and predictable performance became vital to continued expansion. In response the organization began evaluating potential solutions to measure and report on this challenge.

The company already had in place monitoring solutions, which provided statistics for CPU, memory, and storage performance. Missing from these solutions was a way to measure true impact on the end-user experience. They wanted to understand actual login times, the time needed to load a profile, and how well applications ran consistently throughout the day. While the monitoring solutions enabled them to isolate issues in their technology stack, they had no way to effectively analyze, predict and therefore prevent the problems.

*“Login Enterprise has given us the tools to not only show our performance improvement of our IT investments but to ensure we keep that performance as we scale to meet new business needs.!”*

**Anonymous**

DIRECTOR OF INFRASTRUCTURE SERVICES

## The Solution

They shortlisted the solutions from Login VSI, as it is the undisputed industry standard for testing VDI performance. Login Enterprise active monitoring best fitted their specific needs as it provides the exact end-user experience information they desired. Login Enterprise deploys a set of virtual users to execute custom workloads on a scheduled basis recording the performance of various actions and trending that data over time. This allows the user to understand even minimal changes in performance not necessarily visible to the naked eye. By trending into the future, Login Enterprise can predict when the user experience will degrade to a point of becoming unacceptable.

The healthcare provider utilizes Login Enterprise to run custom workloads every 10 minutes to multiple VDI pools. The workload used for performance and availability testing includes standard Windows applications such as Excel, and Outlook as well as their proprietary mission critical applications.

## The Result

Because Login Enterprise virtual users run on a 24/7 basis and are 100% consistent, Login Enterprise detected a minor slowdown on each page refresh of their internal production website. The slowdown only occurred a few hours each morning, during a critical window when most of their customers connected to the system. This degradation was not detected by their monitoring solution, but because of insight gained from Login Enterprise, the organization was able to restore the user experience of their website soon after the problem was identified. Implementing the new solution improved performance, increased efficiency and led to a significant reduction in operating costs.

They also use Login Enterprise as a safeguard in their patching process. It is instrumental to identify the performance effects of both planned and unplanned changes in a VDI/SBC environment, which manifest by changes in the end-user experience. Patching is typically done during the day and deployed at night throughout the week. The Login Enterprise virtual users are deployed and observed 24/7 across different VDI pools to continuously verify the performance. In one case they discovered that an antivirus update caused a dramatic performance slowdown by causing profiles to load slower, as much as 40 seconds. With the help of Login Enterprise statistics, the engineering team quickly identified and resolved the issue before it impacted the business.



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### About Login VSI

Login VSI automatically tests and validates the impact of change to physical, virtual and cloud-based workspaces, to maximize the true end-user experience.