



# Health Checks

A Health Check with Stratusphere UX reflects a best-practices approach to diagnosing and correcting issues or to provide a "state-in-time" picture of the resource usage and performance of the virtual desktop environment. The objectives of the Health Check are as follows:

- Provide a 360° view of virtual desktops' resource usage and overall performance
- Identify ALL issues, both known and unknown
- Identify and provide analysis of bottlenecks and performance issues with recommendations for remediation
- Establish real-world performance thresholds as guideposts to gauge normal/abnormal operations in the virtual environment
- Document the Health Check process and findings in order to both facilitate communications with internal and external stakeholders and to provide evidence for remediation and resolution

## When Should You Have a Health Check Performed?

A Health Check at any time is a good idea, particularly if you have not had an assessment performed with Stratusphere FIT to set baseline performance thresholds for your environment. However there are three key occasions when a Health Check becomes critical:

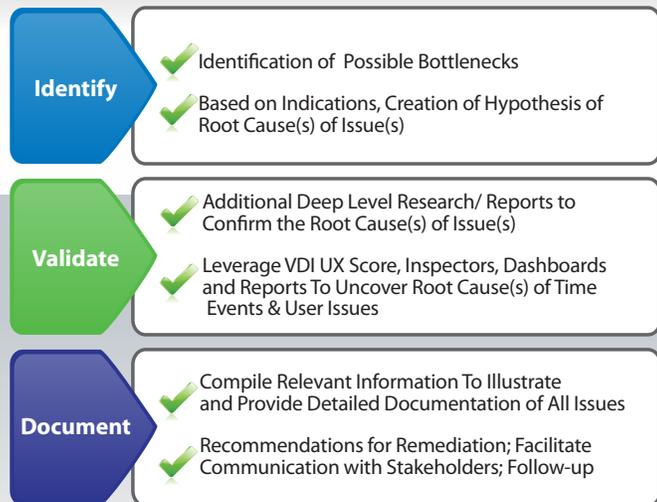
- When you are experiencing issues that are seriously impacting user productivity
- When you are planning to make major changes to the virtual desktop environment
- When you need a "point-in-time" documented picture of the virtual desktop environment

## Liquidware Labs Proprietary Health Check Methodology

Delivering a Health Check requires high level expertise to install and utilize the feature sets and reports within Stratusphere UX. It also requires comprehensive understanding and rigid application of the proprietary Liquidware Labs Health Check Methodology. Finally, providers must have strong experience in working with the shared resource systems that support virtual desktops.

Currently, Health Checks can only be performed by Liquidware Labs senior engineers and authorized Liquidware Labs Acceler8 Partners. At the conclusion of the Health Check, customers receive a documentation package that includes an overview of usage resource data, a comprehensive description of all issues uncovered in the environment as well as recommendations for remediation. A follow-up visit to validate that fixes have addressed the problems can also be included.

## Health Check Process



## HEALTH CHECK BENEFITS:

- Apply a Precise Methodology to diagnose issues. Liquidware Labs Health Checks are an established industry best practice.
- Ensure that virtual desktop performance meets or exceed physical desktop performance; set thresholds to meet organization's standards of quality
- Identify all the issues in the environment with comprehensive diagnosis and troubleshooting
- Save time in analysis and diagnostics
- Ensure that the virtual desktop environment can support scaling and adding new users and applications
- Provide documentation in order to pursue remediation with outside vendors or to facilitate communication with internal stakeholders

## Classifying Performance Issues is Key To Accurately Diagnosing Issues

Time Scale	Permanent	Time Event
Many Users	1	2
Single User	3	4

All performance issues in a virtual desktop environment can be defined by Scale & Time and assigned to one of four categories:

- 1) All or Most Users / Permanent
- 2) All or Most Users / Time Event
- 3) Some or Single Users / Permanent
- 4) Some or Single Users / Time Event

Recognizing and classifying issues correctly is the first step in applying Liquidware Labs precise Health Check methodology to get accurate diagnosis and remediation of ALL issues in the environment.

### Stratusphere UX Overview

As you can see by the image at right, the complexity of the virtual desktop environment presents a challenge when trying to identify the root cause of issues. Without comprehensive metric data from all components of the environment -- from users and endpoints, through the host, storage, virtualization and network levels -- administrators simply cannot get an accurate picture of what is really transpiring in their virtual desktop environment. Diagnosing and troubleshooting issues in this environment is a daunting task without a purpose-built solution such as Stratusphere UX.

Stratusphere UX is uniquely designed to support a Health Check. There is no other product on the market today that offers the level of sophistication, breadth of features and the depth and scope of reporting and metrics that this patented software solution provides. By design, Stratusphere UX captures an enormous amount of time-stamped metrics data.

When Stratusphere UX is used with the Liquidware Labs Health Check Methodology, customers are assured that they are getting the complete picture of their environment. Often larger capacity or configuration issues can obscure issues affecting only a group of users or single user. However, Health Checks are designed to drill down to uncover and address ALL the issues that can be occurring in the environment.

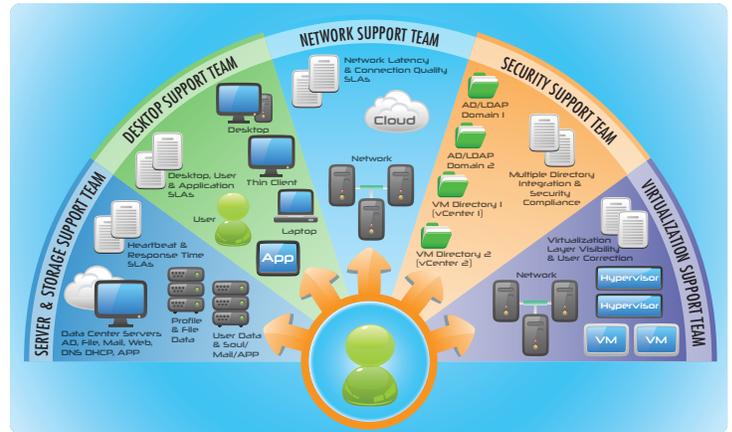
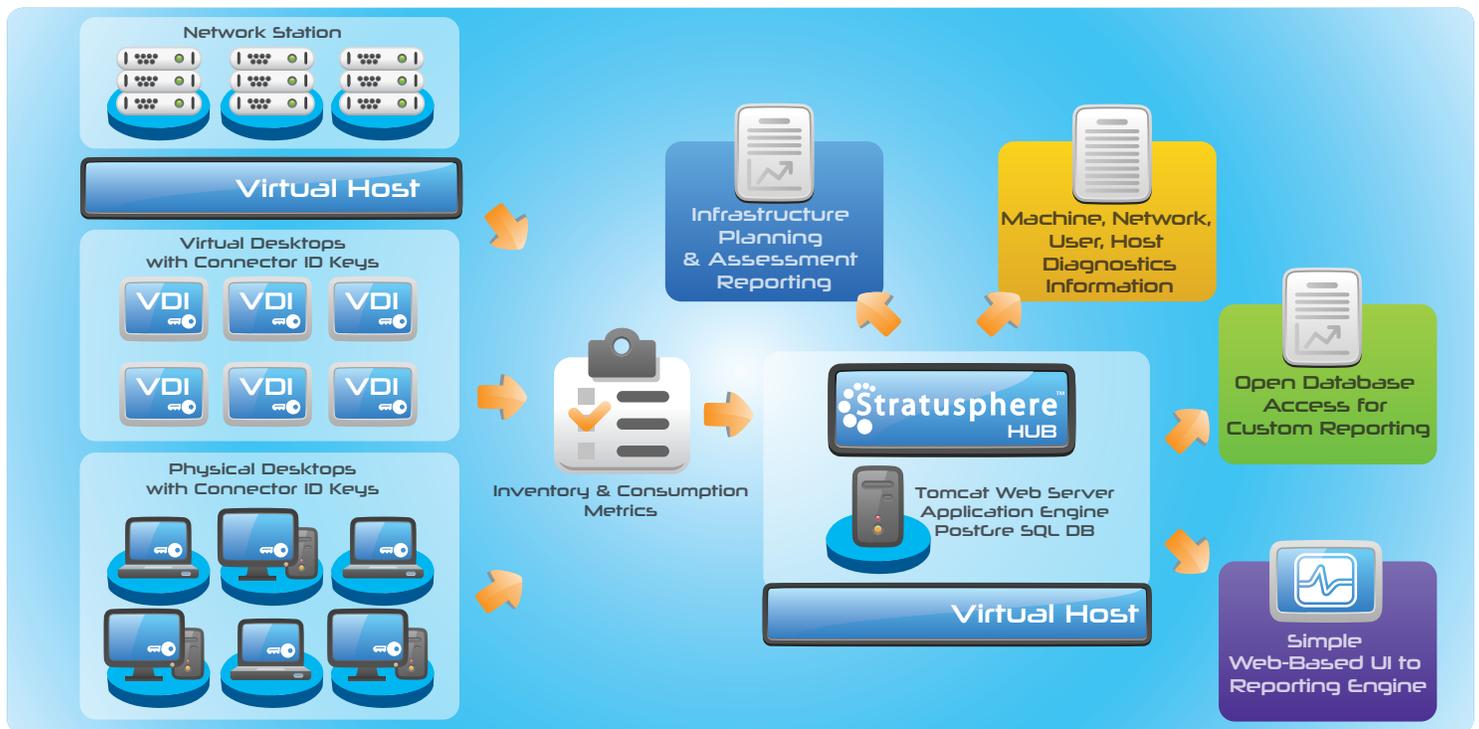


Illustration: Diagnosing Issues in a Shared Resource Environment is Challenging

A Health Check with Stratusphere UX gets to the heart of issues in a straightforward time-saving highly efficient process. The Health Check typically takes two weeks to complete. The first week is devoted to installing the solution, data collection and report set up. The following week is dedicated to analyzing the data collected to identify issues, and then to drilling down through Inspector, Dashboard and Reporting features in Stratusphere UX to confirm root causes and to determine the fixes that need to be applied. Upon completion, customers are provided with comprehensive documentation to facilitate productive dialogue with all the stakeholders of the virtual desktop environment and pursue remediation of issues.



Stratusphere UX is deployed in the environment as a virtual appliance. Lightweight agents called "Connector ID" Keys collect metric data only for the duration of the Health Check. Stratusphere UX collects key indicator metrics independently of other systems and does not rely on outside management tools, thus providing highly accurate time-stamped information to deliver a best-practice diagnostics approach.

Transforming  
the Desktop™

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