

# Community College in Washington State



## Customer Profile

### Community College Washington State

This educational institution comprises a main campus with satellite operations elsewhere in the state. Established in 1965, nearly 14,000 students enroll at this institution yearly.

### Sector

Postsecondary Education

### Desktop Environment

1,001 – 5,000

**Stratusphere UX is the industry-leading user-experience monitoring and diagnostics solution, providing:**

- **User-centric visibility that's persistent across platform and workspace delivery**
- **The ability to examine user, machine and application workloads**
- **Visibility before, during and after the transformation process**

## Insights

Stratusphere UX was selected over competing products because of its ability to:

- Access unique data and metrics not available in other solutions
- Drill down into details by area (users, machines, applications, etc.)
- Provide time-based data that reveals performance changes over time
- Perform forensic analysis (Health Checks) into root causes of issues

The community college IT director rated Stratusphere UX's features/values compared to competitive solutions as follows:

- Troubleshooting: Superior
- Application Inventory: Better
- Diagnostics: Better
- Assessment/Onboarding: Better
- Capacity Planning: Better

## Use Case

As a result of incorporating Stratusphere UX into its desktop environment, the institution is now able to:

- Identify and address login slowdowns
- Capture critical data about other components of the desktop environment (AD Group Policy, protocols, network, storage, graphics)

### DESKTOP PERFORMANCE

91% of organizations surveyed used Stratusphere UX diagnostics to proactively monitor and maintain desktop performance.



### CUSTOMER SATISFACTION

85% of surveyed organizations would recommend Stratusphere UX to a colleague.



### DIAGNOSTICS

83% of organizations surveyed rated Stratusphere UX's diagnostics to be better than that of competitors.



### APPLICATION INVENTORY

80% of organizations surveyed rated Stratusphere UX's application inventory to be better than that of competing solutions.

