

# Health Plan Coalition Organization



*“Stratusphere UX is a critical component of monitoring and managing our virtual computing deployment.”*

Source: Health Plan Coalition IT Director

**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

The company ultimately selected Stratusphere UX as its desktop-monitoring solution after evaluating:

- VMware vRealize

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

- Drill down into details by area (users, machines, applications, etc.)
- Provide time-based data that reveals performance changes over time
- Gain comprehensive view across ALL desktop platforms (physical, virtual, etc.)

The firm’s IT director rated Stratusphere UX’s features/values compared to competitive solutions as follows:

- Application Inventory: Better
- Troubleshooting: Superior
- Diagnostics: Superior

## Use Case

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

- Track application processes across desktop platforms (physical devices, VDI, RDSH, DaaS)
- Capture critical data about other components of the desktop environment (AD Group Policy, protocols, network, storage, graphics)
- Access metrics regarding overall desktop health

## Customer Profile

### Health Plan Coalition Organization

This firm’s mission is to position Blue Cross Blue Shield (BCBS) as the preferred choice for national accounts.

### Sector

Insurance Marketing

### Desktop Environment

5,001 – 10,000

#### 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.

