

Horizon Blue Cross Blue Shield of New Jersey

“Stratusphere UX provides great insight and granular data on VDI environments.”



Source: Manuel Rodriguez, Engineer

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

Horizon BCBSNJ 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:

- Access unique data and metrics not available in other solutions
- Drill down into details by area (users, machines, applications, etc.)
- Use time-based data that enables users to see performance changes over time
- Gain a comprehensive view across ALL desktop platforms (physical, virtual, etc.)
- Perform forensic analysis (Health Checks) into root causes of issues

The Horizon engineer rated Stratusphere UX’s features/values compared to competitive solutions as follows:

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

Use Case

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

- Identify and address login slowdowns
- 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)

Customer Profile

**Horizon Blue Cross Blue Shield of New Jersey (BCBSNJ)
 Newark, New Jersey**

Horizon BCBSNJ is the only licensed Blue Cross and Blue Shield Association plan in New Jersey. It provides health insurance coverage to more than 3.2 million residents.

Sector

Health Insurance

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.

