

# Sussex County



“Stratusphere UX’s reporting system beats other products.”

Source: William Kosinetz, Chief Information Officer

**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

Sussex County ultimately selected Stratusphere UX as its desktop-monitoring solution after evaluating:

- VMware vRealize
- Home Grown Dashboards
- Outside Consulting Services

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

- Access unique data and metrics not available in other solutions
- Gain a comprehensive view across ALL desktop platforms (physical, virtual, etc.)
- Perform forensic analysis (Health Checks) into root causes of issues

The chief information officer rated Stratusphere UX’s features/values compared to competitive solutions as follows:

- Assessment/Onboarding: Best-in-Class
- Diagnostics: Best-in-Class
- Capacity Planning: Best-in-Class
- Troubleshooting: Superior
- Application Inventory: 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
- Maintain a current inventory of all users, machines, applications, OS, etc.
- Track application processes across desktop platforms (physical devices, VDI, RDSH, DaaS)

## Customer Profile

**Sussex County  
Newton, NJ**

Sussex County is the northernmost county in the State of New Jersey. Its county seat is Newton. The county is part of the New York City Metropolitan Area.

## Sector

State Government

## Desktop Environment

501 – 1,000

### 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.

