Liquidware StratusphereUX Solutions

Organizations who want to reap the clear benefits of digital workspaces, must confront the challenges of architecting, troubleshooting and optimizing them. However, the good news is that, since 2009, Liquidware Stratusphere UX™ has led the way in capturing the detailed and granular metrics data that is needed to plan, design, engineer and optimize digital workspaces. This solution is leading the market and is used by hundreds of enterprise companies.

Get the clear advantages of a leading monitoring & diagnostics solution.

**Unique One-of-a-Kind Metrics**
From the beginning, Liquidware pursued a strategy of creating its own library of agents that would track critical metrics, with no reliance on any other system or management software. Stratusphere UX’s lightweight agents, called CID keys, capture data at numerous points across a virtualized desktop infrastructure. Today, the CID library is extensive, numbering more than 1000 individual measurements. CID keys capture precise data about endpoints (device makes and models), resources (CPU, RAM, Disk, GPU), desktop platforms (VMware, Citrix, Amazon, Microsoft WVD, RDSH), Network, Active Directory and more.

**Transparency Across Workspace Infrastructure Components**
Stratusphere UX is the only user experience monitoring solution on the market that is platform-agnostic, that is, it supports all leading desktop delivery platforms including physical, virtual, and cloud-based DaaS.

**Stratusphere UX is certified for the leading cloud providers including Microsoft, Amazon, and Google**
Stratusphere UX is the only leading monitoring solution that has been certified for all three online marketplaces, Amazon Web Services, Microsoft Azure and Google Cloud. Stratusphere UX has achieved Digital Workspace Competency Status on the Amazon Web Services Marketplace.

**Key Stratusphere UX Use Cases**

**Onboarding**
Supporting the transition from one platform to another (P2V, V2V, V2C) by providing meaningful decision support data for planning and design.

**Forensic Diagnosis and Health Checks**
Supporting deep visibility across the infrastructure systems and into the endpoints to enable troubleshooting, even of complex, multi-layered issues.

**Application Strategy**
Gaining insight into user work modes, machines, and applications in order to inventory used applications vs. unused to recover license costs and extend hardware lifecycles by matching resources to desktop image.
End-to-End Visibility with an Expansive Set of Metrics

In addition, Stratusphere UX collects rarer types of data points not typically found in most monitoring solutions, including application versions, application command arguments, time spent within an application (foreground application time), session idle time, browser URLs, event logs, logon domain controller, group policy names, trace route from endpoint to the data center, remote display protocol statistics, a variety of unique scores for easier troubleshooting by many skill levels and much more. All metrics can be further refined by a set of basis (group by) metrics which allows you to get even more specific findings based on categories, such as machines, users, storage, hosts, Wi-Fi SSID, IP addresses, OS build versions, machine types and more.

Stratusphere UX also provides unique scoring measurements to tell you at a glance of good, fair or poor results. Scores include a UX score, FIT score, workload score, network risk security score and a workspace impact score.

Also provided is the ability to perform advanced drill downs. For example, the Login Breakdown Inspector empowers many levels of administrators to quickly review all the aspects that can affect workspace login times to inform you at a glance where there are bottlenecks or other factors that can impede logins.

Enable Data Sharing across Functional Teams

A key advantage of Stratusphere UX is that its data can easily be exported from the solution into reports or other software formats enabling front line desktop monitoring staff to share critical data with their colleagues who are managing desktop platforms, storage, or the network.

The API Builder feature in Stratusphere UX provides an intuitive interface for building JSON or CSV queries that can be easily imported into other software, such as Excel or Power BI, for deeper visualization and analysis of trends or impacts.

Time-based metrics for Forensic Diagnostics

A key advantage of Stratusphere UX is the ability to store data in the system for whatever duration is required, so that admins can go back to examine the conditions that existed when a particular incident happened. These time-based metrics allow admins to pinpoint what occurred to which users or groups at an exact time, so that an accurate explanation of the root cause of issues can be determined.

Data Integration with Solutions such as Power BI & ServiceNow

The Stratusphere Base Integration Kit for ServiceNow is available from qualified Liquidware partners. The kit enables ServiceNow customers with an intuitive approach to truly integrate rich user experience data from Stratusphere UX directly into ServiceNow.

Customers leveraging the Stratusphere UX Integration Kit for ServiceNow can easily customize their ServiceNow experience to include Stratusphere UX data that is unique to their operations. Organizations that have chosen Stratusphere UX find that the solution helps resolve help desk call up to 90% faster than traditional troubleshooting. Likewise, negative trends in user experience can be remedied before they become problems that cause user downtime.

Liquidware’s Stratusphere UX end user experience monitoring data can be imported into Microsoft Power BI. Once Stratusphere UX data is imported into Power BI, you are equipped to take advantage of the wide range of visualization graphics within the tool, including charts, scatterplots, tables, maps, slicers, KPIs and more. These compelling visuals allow you to identify patterns, find errors and grasp the latest trends, thus allowing you to take quicker remedial action or make enhancements as needed.

API Builder Supports Easy Export of Data

The Stratusphere UX API Builder can output the comprehensive end-user computing data contained in Stratusphere UX in two standard formats, JSON and CSV, via a simple HTTP based API call.