



Stratusphere™ UX

DEX Monitoring & Optimization

In today's digital-first world, enterprises seeking to maximize the advantages of digital workspaces must navigate the complexities of designing, managing, and optimizing these environments.

Since 2009, Liquidware Stratusphere UX has been at the forefront of this evolution, providing unparalleled insights with its comprehensive and nuanced metrics. This powerful solution empowers organizations to meticulously plan, architect, and refine their digital workspaces, ensuring they are not only functional but optimized for peak performance.

Stratusphere UX stands out in the market, trusted by hundreds of leading enterprises globally. It delivers a robust Digital Employee Experience (DEX) monitoring solution, enabling businesses to unlock the full potential of their digital workspaces. By choosing Stratusphere UX, organizations can ensure their digital environments are not just operational but are environments where productivity and user satisfaction thrive.

Learn More

For more information about how effective Liquidware products can be in your environment, visit www.liquidware.com or by contacting sales@liquidware.com.

Monitoring and Optimizing DEX

Onboarding

Supporting the transition from one platform to another (P2V, V2V, V2C) means that organizations can make more informed decisions about which platforms to move to, how to optimize workloads, and how to ensure that the transition is as smooth as possible.



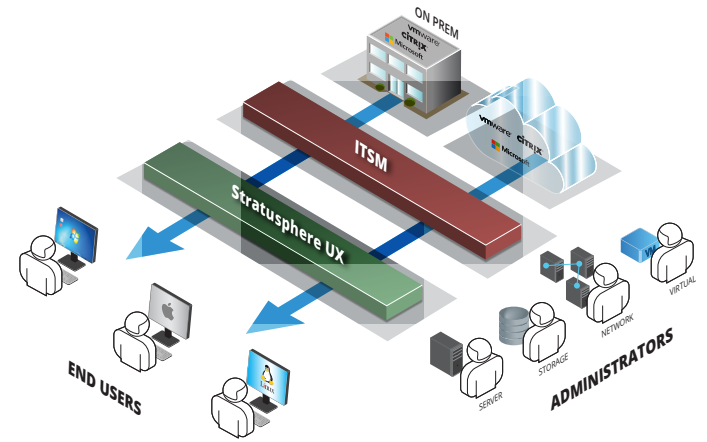
Forensic Diagnosis and Health Checks

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.



Get the Clear Advantages of a Leading DEX Monitoring & Diagnostics Solution

Employee User Sentiment

Understanding employee sentiment is crucial for optimizing the digital workspace. Stratusphere UX DEX User Sentiment Surveys enable IT teams to gather valuable feedback directly from employees. By incorporating user feedback into decision-making processes, organizations can ensure that their DEX strategy aligns with the needs and preferences of their workforce.

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 all 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 AVD, Windows 365), Network, Active Directory and more.

Transparency Across Workspace Infrastructure Components

Stratusphere UX is the only DEX monitoring solution on the market that is platform-agnostic, as it supports all leading desktop delivery platforms including physical, virtual, and cloud-based DaaS.

Stratusphere UX is Certified for the Leading Cloud Providers

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.



Stratusphere™ UX

Cross OS Platform Support

- Windows 10/11 (all versions)
- Windows Server OS's (2012, 2016, 2019, 2022)
- Linux
- Mac OS

Cross Endpoint Device Support

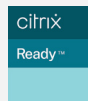
- Windows®
- IGEL®
- Stratodesk®
- Lenovo® LeOS
- 10ZiG®

Extensive Digital Workspace Platform Support

- VMware® Horizon
- Citrix® Virtual Desktops
- Amazon® WorkSpaces
- Microsoft® AVD
- Citrix on AVD
- Dizzion Frame

Application Streaming Software Support

- Citrix® Virtual Apps (XenApp)
- Amazon® AppStream



Enable Data Sharing Across Functional Teams

One of the most important advantages of Stratusphere UX is its ability to facilitate cross-functional team sharing of data. The solution's API Builder feature allows users to easily export data in JSON or CSV format, which can then be imported into other software, such as Excel or Power BI, for deeper analysis and visualization of trends or impacts.

This means that front line desktop monitoring staff can easily share critical data with their colleagues who are managing desktop platforms, storage, or the network, enabling better collaboration and more informed decision-making.

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.

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 digital 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.