



## Citrix EdgeSight for Endpoints

***MONITOR AND PROACTIVELY MANAGE  
PERFORMANCE ACROSS ALL APPLICATIONS  
AT THE BUSINESS-USER LEVEL AND  
REDUCE THE COST OF SUPPORT.***



### PRODUCT OVERVIEW

The Citrix EdgeSight™ product line extends and improves IT management capabilities, enabling enterprises to proactively monitor, measure and optimize all aspects of application performance — for any application and any user in any location. Delivering superior visibility to performance from the user perspective across all applications and application delivery methods, Citrix EdgeSight enables IT managers to proactively monitor application availability; rapidly identify, source and resolve performance issues; and intelligently plan and optimize capacity. Available as EdgeSight™ for Endpoints and EdgeSight™ for Presentation Server, the Citrix EdgeSight product line provides you with the ability to manage application performance and availability where it counts most — at the business-user level.



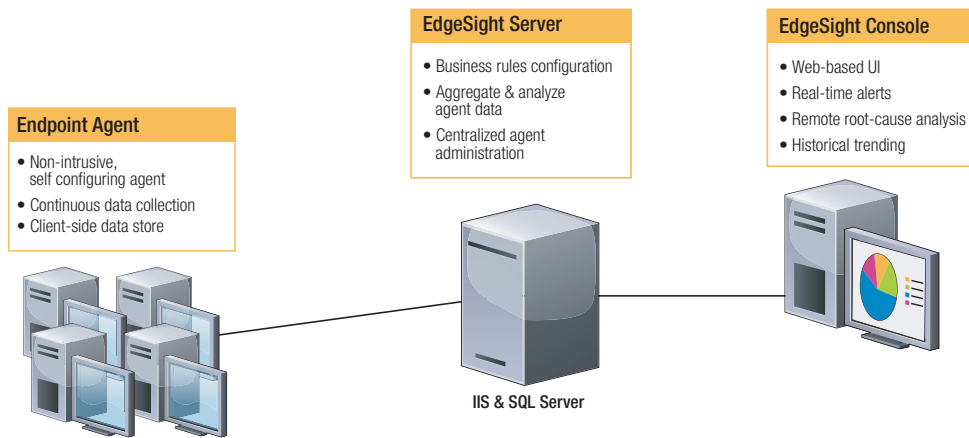
Citrix EdgeSight for Endpoints provides continuous and comprehensive visibility into application performance, allowing IT managers to proactively identify issues before business is disrupted and rapidly determine the root cause of application problems to restore service in the shortest time possible. The solution helps to ensure an optimal user experience and reduce the cost of support.

EdgeSight for Endpoints enables the IT organization to:

**Proactively manage application performance** by identifying and resolving issues before they disrupt the business

**Accelerate and enhance support** by quickly determining root cause

**Intelligently plan** by using runtime utilization data when making hardware or software upgrade or replacement decisions



**Citrix EdgeSight for Endpoints**

## Technology

EdgeSight for Endpoints is designed from the ground up to address the challenges of managing performance across large, complex, heterogeneous and distributed environments. Our patent-pending, distributed data-processing technology provides unprecedented enterprise scalability-enabling large-scale yet detailed data collection and analysis without impacting performance on the user device.

- Non-intrusive, lightweight agent minimizes the use of critical end-user device resources
- Automatic monitoring of every application and network host without any configuration requirements or application instrumentation
- Client-side data storage enables support for intermittently connected devices such as laptops. Intelligent data upload eliminates constant network traffic.
- Configurable alert thresholds provide immediate notifications including integration with third-party consoles
- More than 150 standard reports including historical trend analysis and side-by-side comparisons
- Web-based, easy-to-navigate console with role-based access privileges
- Authentication and organizational unit reporting via integration with Active Directory

## Capabilities

### PROACTIVE PERFORMANCE MANAGEMENT

Using EdgeSight for Endpoints, application support teams can proactively monitor critical business applications and systems from the end-user perspective, identifying and resolving issues before they impact business functions.

Real-time notification of:

- Application crashes, errors and hangs
- Network and host connection failures

- System performance degradations
- New applications and modules anywhere within the environment
- New network host connections (internal or external)

Client-side passive monitoring of:

- Network response and delay by device, application, host and protocol
- Network volume and speed by device, application, host and protocol
- reboot alert triggered by user-initiated shutdown and/or unexpected shutdown

Historical trending and comparison reports of:

- Application faults, errors and hangs enables proactive application management
- Network response, delay, volume, speed and availability for proactive IT management

### **APPLICATION MANAGEMENT AND SUPPORT**

EdgeSight for Endpoints monitors actual application performance (vs. synthetic sampling) across all applications, including custom-built applications and applications delivered with Web, client/server or client-based architectures.

- Centralized management and reporting console provides a single, enterprise-wide view of granular performance metrics across all applications
- Historical trending and comparison reports for application faults, errors and hangs — by application, group or device
- Remote access to client-side data store of granular system, application, and network performance history leading up to fault provides critical data needed for root cause determination
- “What changed” reports show recent changes to hardware and software assets
- Trace route measurements for all response time and delay issues to any server in the network, including identification of hop with the longest delay
- Integration with system monitoring solutions such as HP OpenView, IBM Tivoli Event Console and Microsoft® MOM 2005
- Integration with service desk applications such as BMC Magic Service Desk and Remedy Help Desk, and Peregrine ServiceCenter

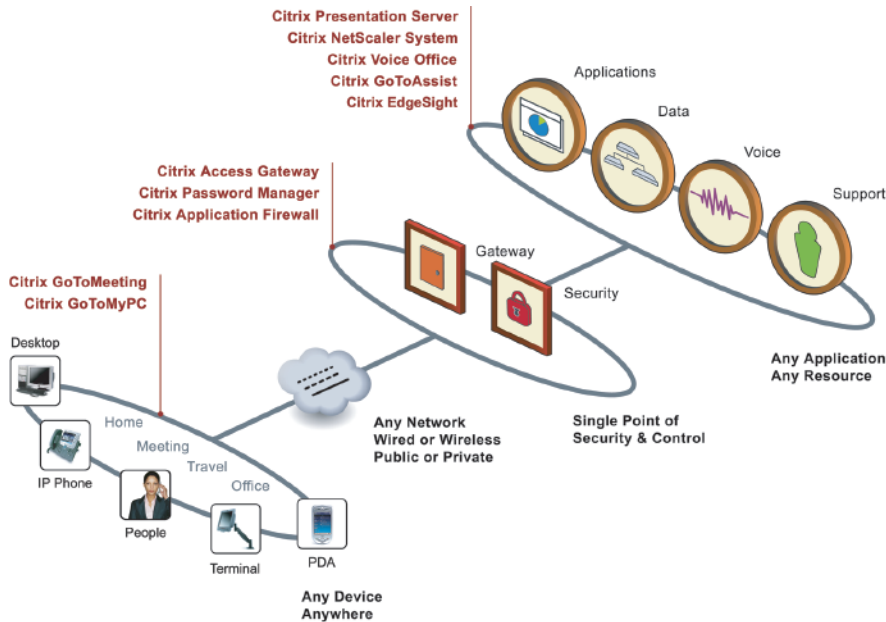
### **INTELLIGENT PLANNING**

EdgeSight for Endpoints automatically collects the data necessary to make informed decisions regarding system refresh, license utilization and application delivery methods.

- Application usage (runtime and active time) and compliance reports by applications, category and vendor
- Group-wide CPU, memory and disk space summaries for PC capacity planning
- Per-device hardware and software configuration reports
- Enterprise reboot metrics for comprehensive understanding of end-user performance issues and productivity losses
- Pre- and post-OS migration comparison reports of application performance
- Impact analysis determining applications, users, and business units affected by an impending patch or software change
- Correlated system memory and CPU use by applications and services
- System thread queue length and page fault errors to detect impending system performance problems
- Real-time and historical reporting by group and/or location, including remote site performance comparison

## Citrix Product Lines

Citrix products are purpose-built to solve particular access challenges as standalone solutions. When multiple products are leveraged together, they lay the foundation of a secure, flexible, and extensible access platform.



**Citrix Access Gateway™** — The most cost effective and easiest to use SSL VPN, providing a secure single point of access to all applications and IT resources and delivering advanced policy based information control.

**Citrix Application Firewall™** — Comprehensive, proven defense against attacks and misuse of Web Infrastructure and mission-critical information.

**Citrix Application Gateway™** — The most secure, simple, and adaptable way to deliver converged voice and data applications to the screens and speakers of IP telephones.

**Citrix EdgeSight™** — A leading end-user application performance management solution, monitors the performance of client-server, Web and desktop applications from an end-user perspective.

**Citrix® GoToAssist™** — An industry-leading, remote technical-support solution that enables organizations to provide best-in-class support and services over the Internet, on demand and securely.

**Citrix® GoToMeeting™** — The easiest, most secure, most cost-effective, and fastest way to meet, train, and collaborate online.

**Citrix® GoToMyPC®** — The simplest way to provide secure, encrypted remote access to desktop-based resources.

**Citrix® NetScaler® System** — The most advanced way to optimize the delivery of business resources through an integrated networking solution that manages, secures and speeds application traffic.

**Citrix Password Manager™** — The most secure, efficient, and easiest-to-deploy enterprise single sign-on solution for easy access to all applications with a single logon.

**Citrix Presentation Server™** — The industry-standard way to virtualize the delivery of business resources through a centralized and secure architecture.



Best Access Experience. Anytime. Anywhere.

**About Citrix:** Citrix Systems, Inc. (Nasdaq:CTXS) is the global leader and most trusted name in on-demand access. More than 180,000 organizations around the world rely on Citrix to provide the best possible access experience to any application for any user. Citrix customers include 100% of the *Fortune* 100 companies and 98% of the *Fortune* Global 500, as well as hundreds of thousands of small businesses and individuals. Citrix has approximately 6,200 channel and alliance partners in more than 100 countries. Citrix annual revenues in 2005 were \$909 million. Learn more at [www.citrix.com](http://www.citrix.com).

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## Learn How EdgeSight for Endpoints Can Help Better Manage Application Performance Across Your Distributed Environment.

With EdgeSight in place, you can ensure your users have access to the applications they need with the experience they require.

Visit us at [www.citrix.com/edgesight](http://www.citrix.com/edgesight) and find out more.

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