eG Reporter

Key benefits of the eG Reporter

- Provides a consistent view of infrastructure performance to management executives and operations staff

- Enables executives to get a bird's eye view of the infrastructure performance

- Provides actionable reports to IT administrators, to enable rapid real-time and post-mortem analysis

- Enables rapid triage of problems by cross correlating performance metrics across diverse IT infrastructure components

- Facilitates proactive capacity planning by providing early indicators of abnormal usage levels and trends

- Ensures that service levels can be baselined across the network, system, and application tiers, and provides audit reports to document the service levels
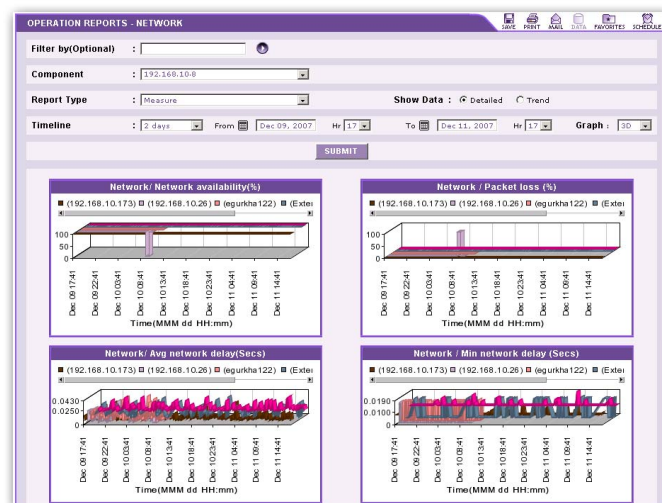
Web-Based Reporting

In many domains, IT infrastructures have evolved from being used primarily for support to being the mainstream medium of doing business. For businesses to function effectively, these infrastructures have to meet the service levels expected of them. eG Reporter is a 100% web-based performance reporting solution for IT administrators and managers to audit and analyze the performance of their infrastructures.

Using eG Reporter, users can login from any where, at any time, and view reports that provide insights into the performance of the critical network, server, and application tiers of their infrastructure. By seamlessly integrating the eG Manager, with a single sign-on, eG Reporter allows users to analyze any of thousands of metrics collected by the eG Enterprise suite for trending, capacity planning, problem diagnosis, or service level audits. Using the insights provided by eG Reporter, users can determine how efficiently the network, servers, and applications in the target infrastructure are working, where the performance bottlenecks are, as well as when and how capacity planning initiatives need to be launched.

Powerful Insights

By offering various types of reports, eG Reporter provides powerful insights into an IT infrastructure's performance.

Operation report showing critical system metrics

- **Operation Reports**

  To assist administrators and operations staff, eG Reporter offers a number of pre-canned network, server, and application reports that provide in-depth insights into the different metrics, their variation with time of day, and deviation from their normal thresholds. Service level violation reports on an hourly, daily, and monthly basis are also available. These insights provide clear indicators of performance bottlenecks. Users have the flexibility to customize the operation reports to suit their individual needs and preferences.

Thin client reports

These reports focus on the historical performance of Citrix/Terminal server/VDI environments, and provide a wealth of performance information of varying granularities, so as to adddress the reporting requirements of the operations staff and the executives alike. The top tiers of the management can receive an overview of the performance of a server farm as a whole and can accurately detect which server has consistently caused issues in the overall health of the farm. The top servers (in the farm) in chosen performance areas - eg., resource usage, session load, etc. - can be accurately identified. The administrative staff on the other hand can benefit greatly from reports that provide a per server view of performance, and those that help review user, application, and session activity on the farm over time. Top users and applications on the farm, in terms of resource usage / duration of usage, can be accurately identified.

Executive Reports

For management executives, eG Reporter offers comprehensive health reports that summarize the overall state of each of the infrastructure components. By reviewing a report of a server's health, an executive can determine what percentage of time was the server's operation trouble-free. By comparing the performance reports of the different components, executives can quickly determine where the problem-prone areas of their infrastructure are.
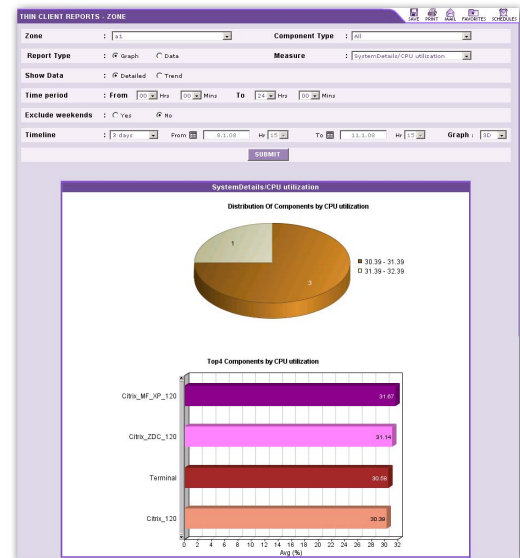
Virtualization Reports

These reports provide administrators of virtualized environments with a means to easily oversee the performance of a physical server or a server farm over time, compare the resource usage across physical servers, and analyze how resource-intensive the VMs on a server are by reviewing their impact on both the physical and allocated resources. Based on the revelations made by these reports, sizing inadequacies of physical servers, resource-intensive virtual hosts, insufficient resource allocations to VMs, and resource-hungry VMs can be identified, and the root-cause of any degradation in the performance of the virtualized environment can be accurately deduced.
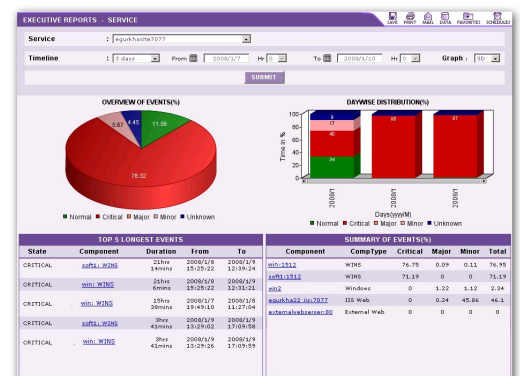
Comparison Reports

These reports enable operational staff to effectively cross-correlate between the performance and usage of different infrastructure components. For instance, a response time report could depict the response times of the network, web server, application, and database to enable correlation and quick diagnosis of bottleneck points.

Thinclient Reports

Executive report summarizing the performance of all Citrix MetaFrame servers in an infrastructure
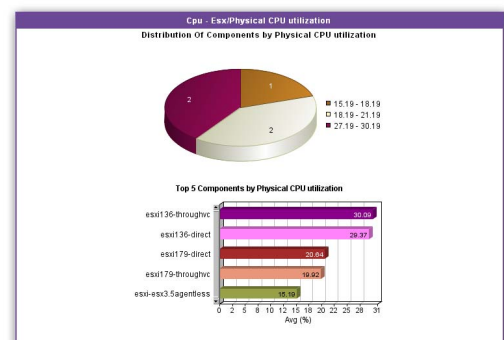

Virtualization Reports

All the reports provided can be personalized for specific users, depending on their role and responsibility. Single-click printing of reports, saving of report templates as favorites, and saving of report data as PDF documents that can be provided to customers as an audit of service performance are also supported. Key reports can even be scheduled to be printed/emailed automatically at configured intervals to specific recipients, so that critical performance information is at the disposal of the decision-makers at all times. All of these capabilities make eG Reporter an ideal solution for in-depth analysis of a production infrastructure's performance. During pre-production and staging too, eG Reporter can be effectively used to study the performance of the different infrastructure tiers during different stress test scenarios.