# Augmenting Visibility into IGEL OS Endpoints

## The Challenge

IGEL OS enables end users to access the resources they need to get work done on any 64-bit x86 device. IGEL Universal Management Suite lets IT manage any IGEL OS device securely and cost-effectively. This flexibility lets IT provide more robust endpoints at a lower cost.

Today, organizations have limited visibility into how performance issues on endpoints are impacting end-user productivity. More critically, IT is missing the ability to correlate client-side end-user facing issues to data center sessions' resource utilization.

What is end-user experience *really* like at the endpoint?

## How SysTrack Can Help

IGEL and Lakeside bring you workspace analytics capabilities via a new solution, SysTrack Virtual Channel for IGEL OS, which provides visibility into metrics such as CPU, memory, disk usage, peripheral devices, network performance and latency directly from your IGEL OS-powered endpoints. SysTrack, Lakeside's workspace analytics solution, then directly ties that usage data to times when the user was in active sessions and presents you with endpoint telemetry you can use to monitor and optimize your environment.

The result is a quantifiable end-user experience—from fingertips to data center—that you can track, evaluate and improve.

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*3 best practices
for digital experience
monitoring
on IGEL endpoints*

### 1. Gather endpoint data

Use an IGEL OS-powered endpoint (Universal Desktop, UD Pocket, UDC3 converted endpoints and IGEL Zero). SysTrack telemetry was integrated into the operating system (starting version 10.05.100). The function of this component is gathering client data and taking it back to the parent agent that sits on the session host for correlation and analysis.

### 2. Aggregate with guest or VM data

Consider performance characteristics impacting users and their productivity beyond the endpoint. How? Establish the interconnection of the client to the VM or guest whereby performance characteristics from the endpoint and VM are correlated for a complete view of end-user experience.
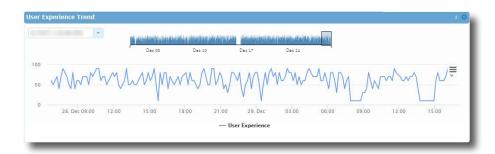
### 3. Analyze and resolve issues

Once performance characteristics and network connectivity data have been gathered and analyzed, use SysTrack to identify correlations in the data. This will help you find the root cause of issues quickly and deliver proactive support for end users.

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Discover how SysTrack can help monitor, analyze and optimize end-user experience!
**www.lakesidesoftware.com**

FOR THE FIRST TIME, detailed SysTrack telemetry is available on any IGEL OS endpoint with the SysTrack Virtual Channel for IGEL OS. This data can be used to visualize key performance metrics within the SysTrack interface.
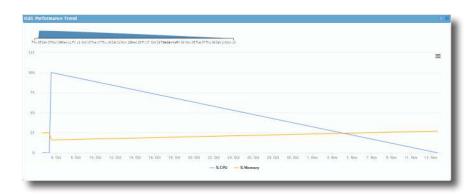
*"SysTrack places the end user at the center of IT for a more optimized environment and better-performing endpoints. Incorporating this technology within IGEL OS gives IT the visibility needed to fully tune the VDI experience."*

—Jed Ayres
North America CEO
Global CMO, IGEL



## End User First

Monitor end-user experience
on any IGEL OS endpoint



## Complete Visibility

Capture metrics from virtual
machine to endpoint

# Features

- Client collection

- Session tracking

- Custom channel communication

# Benefits

- Event correlation made easy

- Simplified asset management

- Improved end-user experience

Learn More

**Contact**
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www.lakesidesoftware.com