control UP

Unmasking the Top 5 End-User Computing (EUC) Challenges

A look at survey results for the top problems supporting virtual applications and desktops

Survey Results

As a result of the global pandemic, millions of people across the globe are now working remotely. Though COVID-19 will be but a memory, this "work-from-anywhere" trend will persist. To support remote workers, organizations have deployed virtual applications and desktops, but still struggle to create an employee experience that exceeds the office experience.

We surveyed over 450 end-user computing administrators and asked them about their most challenging problems in supporting remote work. This paper explains the top 5 survey findings and explores the ways ControlUp helps mitigate these problems.
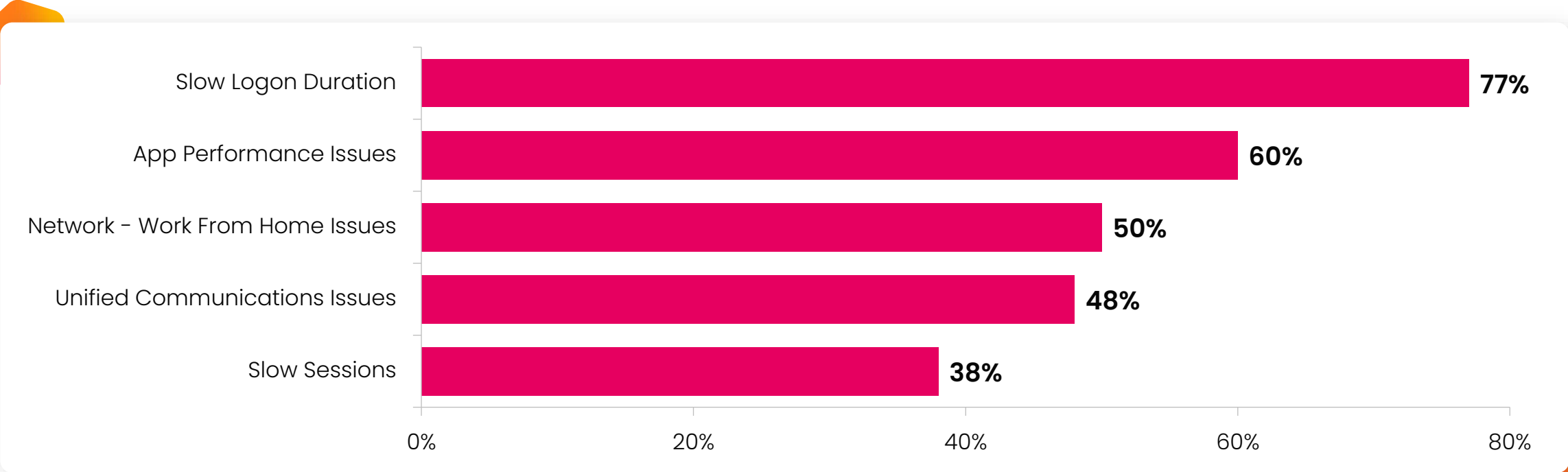
Long Logon Durations | #1 Most-Reported Problem

The problem cited most frequently by IT administrators supporting virtual desktops and applications is addressing slow logon durations. Often, users believe excessive logons are normal. Some think lengthy logon duration is a bandwidth issue, while most will think it's because they are using outdated and lackluster technology.

In order to identify the real problem, some questions to consider are:

- What factors affect the logon duration (e.g. logon script, profile, group policy)?

- How can logons be made faster?

- How does my environment compare to others?

> *What we really like is the right click features for administration, to be able to do remote GPO management, look at the registry.*
>
> *The biggest feature we really love is the compare tool for the registry, the services and files system, everything.*

Sean Cottrell | Secura Insurance

SECURA
INSURANCE COMPANIES

Long Logon Durations | ControlUp's Solution

ControlUp solves lengthy logon durations by displaying detailed information about the entire logon process and giving you the tools to pinpoint the root cause of the logon slow-down.

Once a lengthy logon is detected, ControlUp's virtual assistant provides contextual help to search for root causes, such as our logon duration script. With just one click, every major event related to the user's login process can be seen. The output will pinpoint the technology responsible for a logon delay.

And, with ControlUp's historical reporting, you can see how your logons improve over time as well as compare your environment with other customers using ControlUp's anonymous community benchmarking.

Application Performance | #2 Most-Reported Problem

Businesses run on applications. That's why these applications must be available. Whether they are installed locally or are delivered through virtualization or as SaaS, user productivity is of utmost importance.

Some questions to consider are:

- Are my applications available when my users need them?
- Are my applications loading fast enough to meet business needs?
- Are my applications running fast enough to increase my productivity?

> *The ControlUp client uses very little resources and installs quickly. This the best product I have used for monitoring Citrix Servers.*
> *I highly recommend it!*

**Kevin Simpson |** Citrix/Windows Infrastructure Specialist

Application Performance | ControlUp's Solution

ControlUp observes an application's behavior and availability to solve performance issues.

ControlUp provides a simple and accurate way to obtain various application specific metrics. These include application load time, application performance, and application user experience metrics.

It's also important to observe the availability of the application performance. With ControlUp Proactive Synthetic Monitoring, you know when an application has a problem before your users open a support ticket.

Once you observe the performance and availability of an application, you can quickly fix issues with recommended remediation actions.
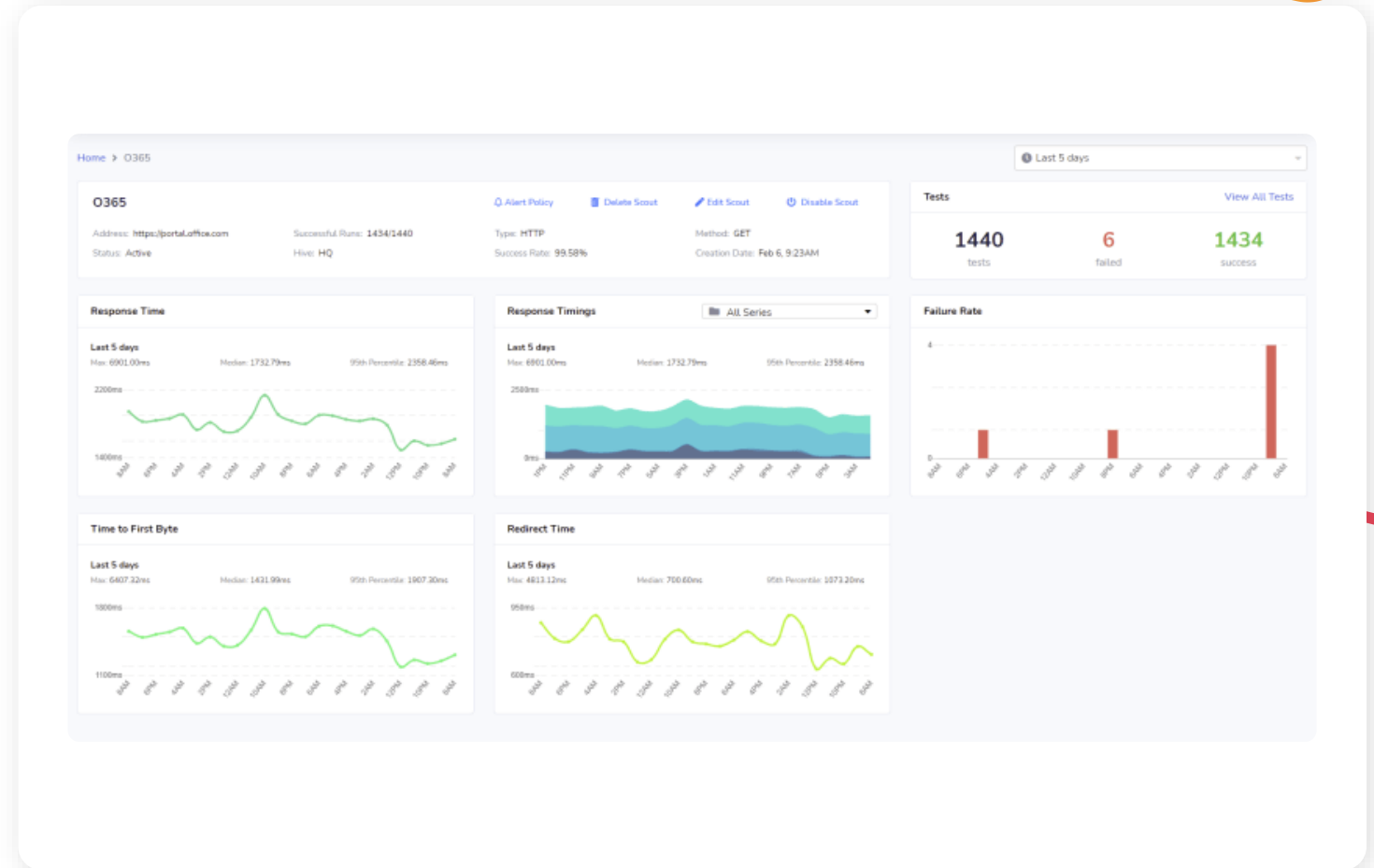
Home Networking | #3 Most-Reported Problem

Supporting a work-from-anywhere environment poses challenges unique to each user. Some users have access to a robust internet service, but experience issues because many people (*e.g., kids attending "virtual school" or partners also working remotely*) share the same connection. Conversely, some homes have poor internet speeds and a sophisticated high-speed Wi-Fi mesh.

Some questions to consider are:
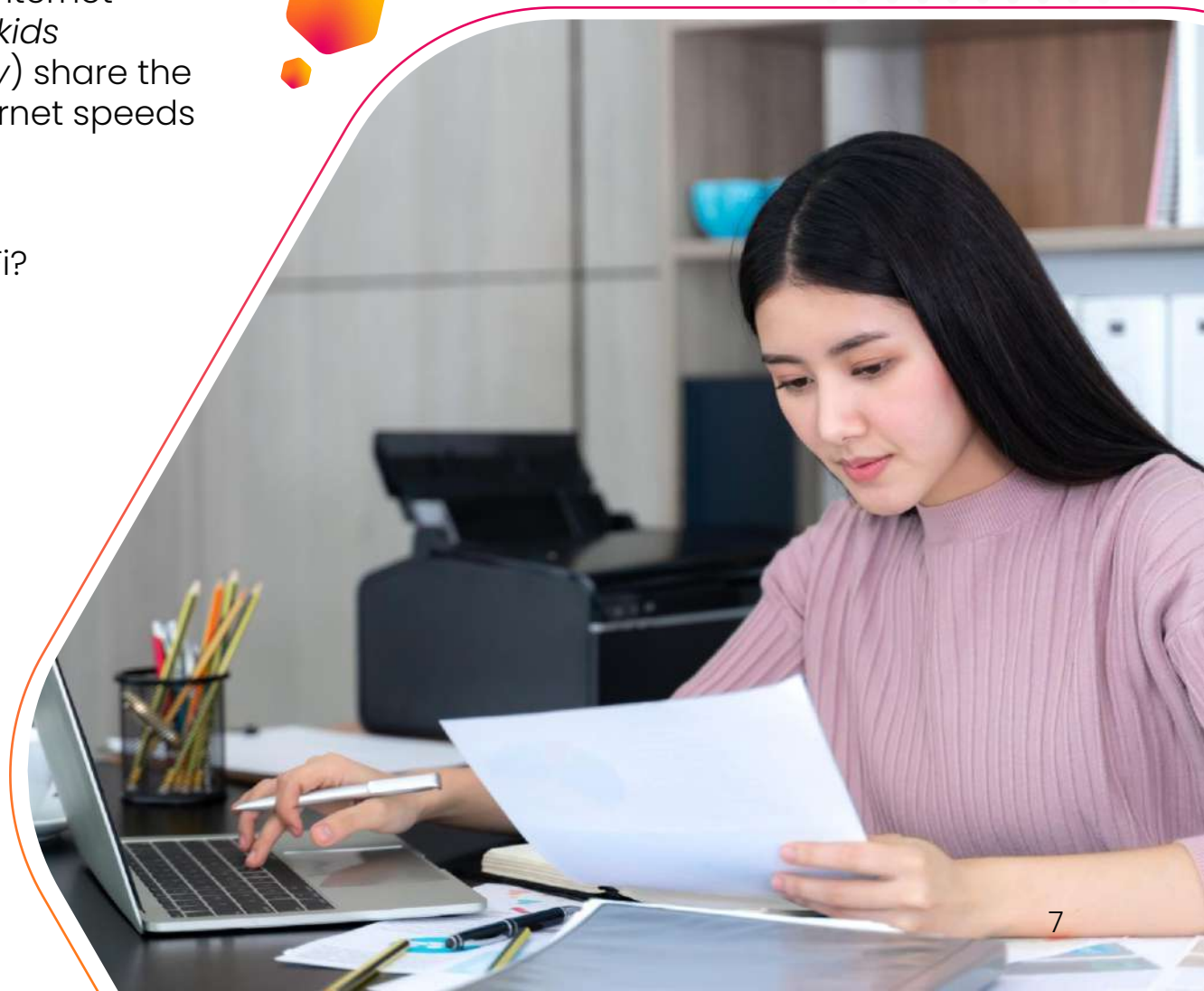
- Are there performance issues with the user's home Wi-Fi?

- Are there ISP bandwidth or connectivity issues?

> "
> *Not only does ControlUp provide real-time monitoring, it has a plethora of tools and features that make administration a breeze. Not sure how we got along without it all these years.*
>
> **Lawrence J. Clark |** SaaS Manager, Bed Bath & Beyond

BED BATH & BEYOND®

Home Networking | ControlUp's Solution

ControlUp exposes home networking issues by monitoring the network from the physical endpoint. No matter what device is used or how it is connected, ControlUp monitors the end-to-end user digital experience.

ControlUp Remote DX captures NIC speed, Wi-Fi Signal strength, and LAN latency to calculate total session latency. From here you can determine whether a home user needs to move closer to their Wi-Fi router, upgrade their ISP bandwidth, or something else.

ControlUp UI provides easy to understand and sortable logon metrics
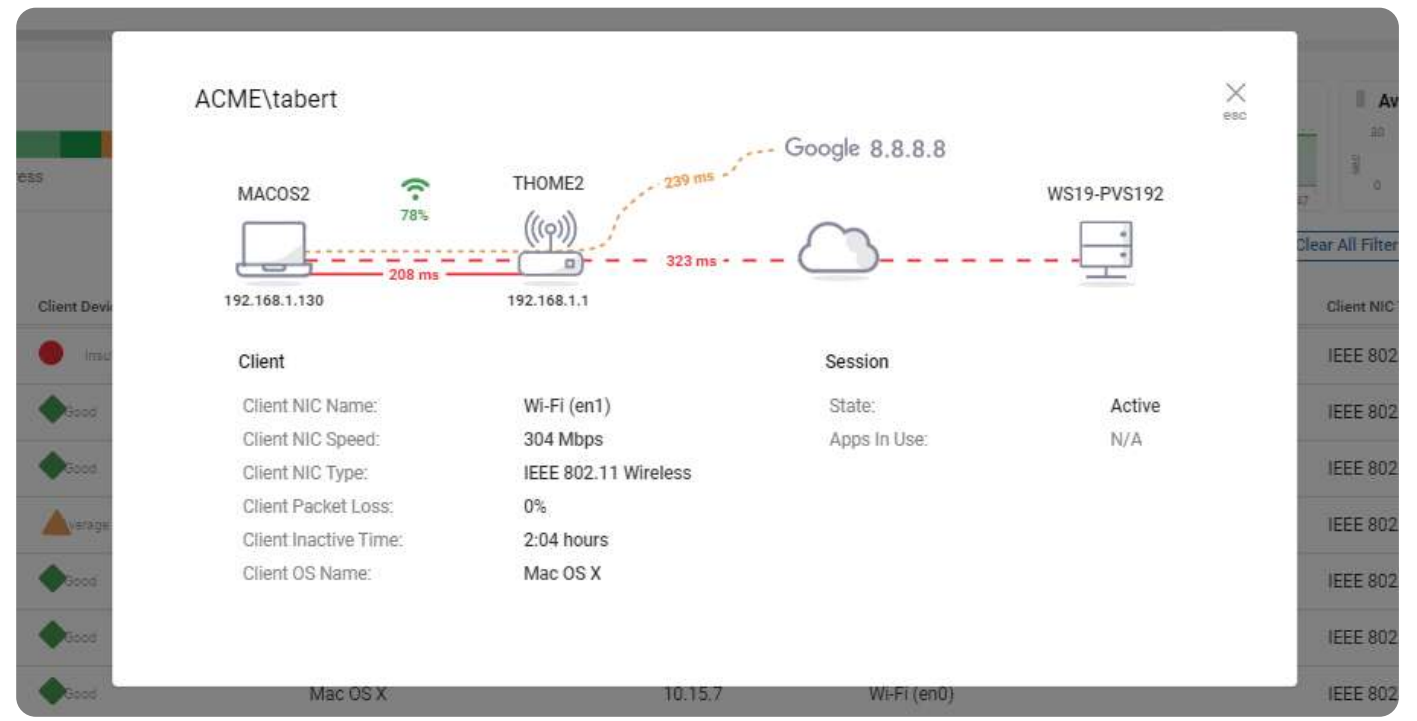
Unified Communications | #4 Most-Reported Problem

SaaS applications, such as Slack, Teams, and Zoom can be the closest thing a remote worker has to interact with their teams. They are a vital part of the employee experience. When those applications have problems, the user can be left feeling out of the loop.

Some questions to consider are:

- Are my UC SaaS-based services available?
- Are my virtualization platforms optimized for UC?

"

"Previously I used ControlUp primarily as a dashboard utility to check the status of servers, but new features have opened it up to do so much more.

I'm excited about managing App-V packages on my XenApp servers with the script-based actions. Great work!"

Michael Kutyna | Systems Admin Programmer, University of Florida

UF | UNIVERSITY *of* FLORIDA

Unified Communications | ControlUp's Solution

ControlUp proactively tests Unified Communications (UC) applications to ensure they run efficiently to deliver the best possible digital experience.

ControlUp provides synthetic testing to ensure UC applications like Zoom, Slack and Teams are running as expected and will send proactive alerts when the services are unavailable.
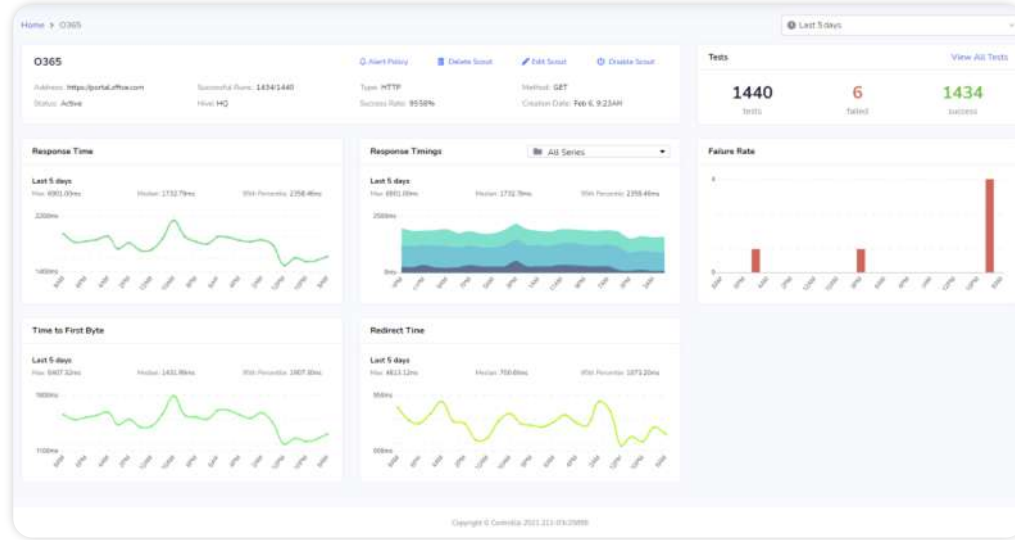
With ControlUp, you can detect whether the desktop has the correct version of the UC application. In addition, with Citrix HDX optimization, you can improve the user experience when using Teams video or audio.
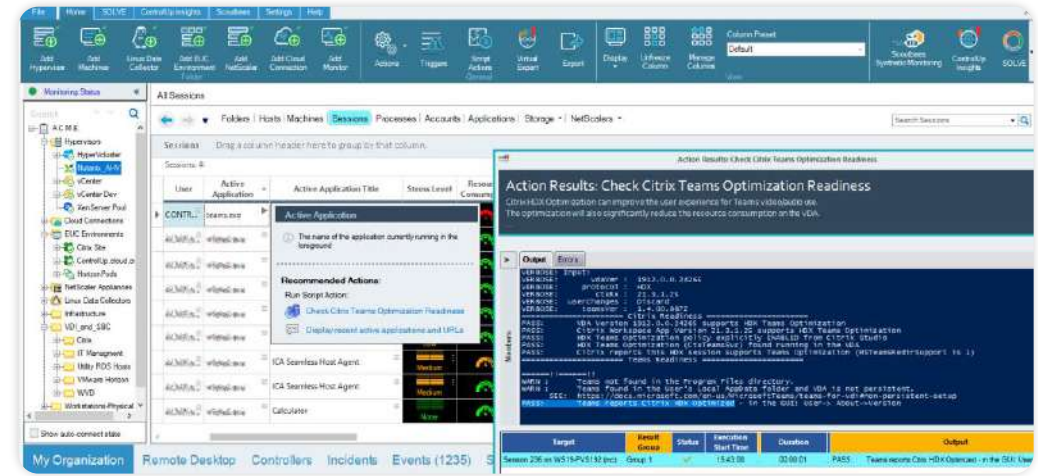
Slow Virtual Sessions | #5 Most-Reported Problem

When virtual applications and desktops run slow, users get frustrated, and productivity slows down. Detecting and troubleshooting a slow virtual session can be an even greater hindrance.

Some questions to consider are:

- Are my virtual neighbors hogging resources?

- Are my hosts or clients misconfigured?

- Are logon scripts and group policies slowing down my session?

> *With ControlUp spend more of your day doing actual work than jumping from console to console, to log files and attending emergency 'powwows' regarding Citrix issues. Honestly, provides a level of visibility into RDS/Citrix farms that we've never had before which has helped us be far more proactive in identifying problems*

Dustin Donner | System Analyst, Oregon Health & Science University

OREGON HEALTH&SCIENCE UNIVERSITY

Slow Virtual Sessions | ControlUp's Solution

ControlUp displays an overall stress level of a user's digital experience and lets you drill down into the process level to see exactly what is affecting their digital experience.

ControlUp's machine learning-based Virtual Assistant helps find the root cause of problems and provides a recommended action to quickly fix it. All this happens on the backend so that a user's digital experience is problem-free.

User	Stress Level	Latency Avg
CONTROLUP\jamesj	🟢 Low	⤫ 407 ms
ACME\cclear	🟠 Medium	⤫ 400 ms
CONTROLUP\jasond	🟢 Low	⤫ 64 ms
CONTROLUP\jamesj	🟠 Medium	⤫ 1 ms

Conclusion

ControlUp solves the topmost reported problems when supporting virtual applications and desktops. It also helps remediate troublesome work-from-anywhere issues so that your users can stay happy and productive.

Here's a recap of the Top 5 virtual application and desktop issues that we covered in this eBook.

- Slow logons in EUC environments
- Application performance issues
- Work from home issues
- Unified communications issues
- Slow virtual sessions

See it for yourself by either scheduling a demo or downloading the free trial to see how ControlUp solves these issues in your environment.

Schedule a Demo   **Download Free Trial**