# VMware vCenter Operations Manager for View

Automated Operations Management of Virtual Desktop Infrastructure

## AT A GLANCE

VMware vCenter™ Operations Manager™ for View provides end-to-end visibility into the health, performance and efficiency of virtual desktop infrastructure (VDI). It enables desktop administrators to proactively ensure the best end-user experience, avert incidents and eliminate bottlenecks. Designed for VMware View™, this optimized version of vCenter Operations Manager improves IT productivity and lowers the cost of owning and operating VDI environments.

## KEY BENEFITS

- Comprehensive visibility into the performance and health of VMware View infrastructure eliminates bottlenecks and improves infrastructure efficiency by 30 percent.
- Intelligent automation of root-cause analysis and autocorrelation of monitoring data across the entire stack reduce troubleshooting times and improve team productivity by 50 percent.
- Self-learning analytics that notify desktop administrators of impending issues before they impact end users enable proactive management and process improvements.



vCenter Operations Manager dashboard provides comprehensive visibility into VDI environments.

## Business Challenges

IT organizations looking to deploy VDI at scale are faced with a new operations-management challenge: Ensure quality of service for a large, dynamic environment in an efficient and cost-effective manner.

VDI environments supporting 1,000 users or more demand a great deal of server, storage and network resources. Although virtual desktop costs are now competitive with those of their physical counterparts, operating expenses are still higher because of the more complex nature of VDI environments.

Desktop-infrastructure managers face the related challenge of supporting a more mobile workforce that demands consistent quality of service and seamless access to corporate data and applications from any device.

## Problems with Traditional Tools

Traditional operations-management tools and processes are inadequate for managing large View deployments, because
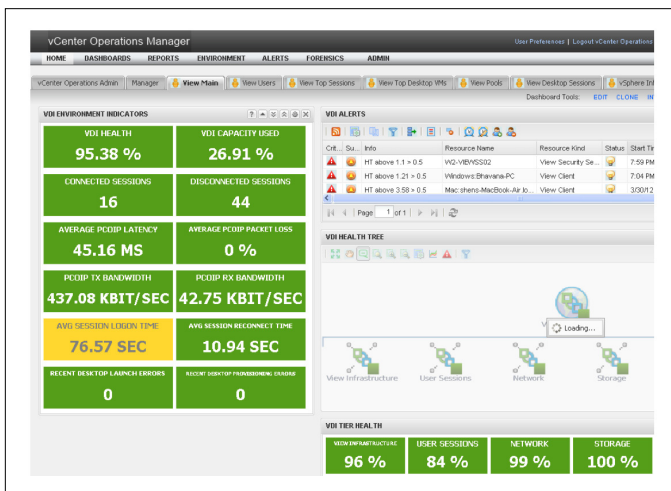
- The amount of monitoring data and quantity of alerts overwhelm desktop and infrastructure administrators.
- Traditional tools provide only a silo view and don't adapt to the behavior of specific environments.
- End users are often first to report incidents, and troubleshooting performance problems leads to fire drills among infrastructure teams, helpless help-desk administrators and frustrated users.
- Lack of end-to-end visibility into the performance and health of the entire stack—including servers, storage and networking—stalls large VDI deployments.
- IT productivity suffers from reactive management and the inability to ensure quality of service proactively.

## Solution Overview

VMware vCenter Operations Manager for View addresses these challenges and delivers higher team productivity, lower operating expenses and improved infrastructure utilization.

### Key features include

- Patented self-learning analytics that adapt to your environment, continuously analyzing thousands of metrics for server, storage, networking and end-user performance.
- Comprehensive dashboards that simplify monitoring of health and performance, identify bottlenecks, and improve infrastructure efficiency of your entire View environment.
- Dynamic thresholds and "smart alerts" that notify administrators earlier in the process and provide more-specific information about impending performance issues.

**vm**ware®

• Automated root-cause analysis, session lookup and event correlation for faster troubleshooting of end- user problems.

• Integrated approach to performance, capacity and configuration management that supports holistic management of VDI operations.

• Design and optimizations specifically for VMware View.

• Availability as a virtual appliance for faster time to value.

## Business Benefits

IT organizations that manage VMware View deployments with vCenter Operations Manager for View can benefit from

• **Lower operating costs** – Improve staff productivity by 50 percent and infrastructure efficiency by 30 percent, enabling a small team to manage 1,000 concurrent users or more.

• **Faster time to value** — Move to production more quickly as you deploy View at scale and take advantage of centralized management of virtual desktop images.

• **Better and more consistent end-user experience from any device** — Provide infrastructure and desktop administrators with comprehensive visibility into virtual desktop operations and infrastructure , enabling them to eliminate performance problems before they impact end users.

## Which Teams and Managers Can Benefit?

VMware vCenter Operations Manager for View helps a wide spectrum of IT and business teams, as well as their managers, to meet their business objectives:

• **Vice president of desktop infrastructure** – Achieves lower operating costs while delivering better quality of service to end users.

• **Manager of help desk team** – Gains from automated troubleshooting and better visibility into end-user sessions and back-end infrastructure performance, leading to faster mean time to resolution (MTTR).

• **Manager of virtual infrastructure and operations** – Achieves improvements in team productivity from fewer fire drills and proactive management of infrastructure performance.

• **Virtual infrastructure and desktop administrator** – Gains better insight into all aspects of the infrastructure, including normal behavior, health issues and nascent performance bottlenecks.

## Unlock the Potential of VDI

VMware vCenter Operations Manager for View enables IT organizations to unlock the full potential of VDI and deploy VMware View at scale. Targeting IT organizations that want to deploy View to 1,000 users or more, vCenter Operations Manager for View is the only solution on the market today that addresses the operations-management challenges that traditional monitoring tools and processes cannot solve. VMware View together with vCenter Operations Manager deliver the lowest cost of ownership, fastest time to market and best end-user experience.

We recommend that you engage VMware professional services or a certified solutions consultant to discuss options and perform a View health check before deploying vCenter Operations Manager for View.

## Find Out More

For information or to purchase VMware products, call 1-877-VMWARE (outside North America, +1-650-427-5000), visit http://www.vmware.com/products or search online for an authorized reseller. For detailed product specifications and system requirements, refer to the VMware vCenter Operations Manager documentation.

**vm**ware®