

ThinIdentity Analyzer™

Smart. Efficient. Alert.

Overview

ThinIdentity Analyzer plays a critical role in ensuring a hospital's dependence on IT's ability to keep their desktop sessions and applications performing in an optimal manner. Recognizing IT's ever-growing role in supporting the delivery of care, the Analyzer is designed and optimized to monitor and support the entire ThinIdentity solution and the components that interact with it. With a few clicks, they can determine the root cause of a problem and perform recovery actions.

Improving Work flow

With Analyzer, IT administrators have a comprehensive tool to ensure the availability and performance of all components in the virtual desktop environment. In addition, Analyzer provides sophisticated diagnostic capabilities to help administrators quickly determine the root cause of a problem, and automated scripting capabilities to proactively recover from failing conditions. This capability allows IT to ensure caregiver work flow is not interrupted as they move throughout the hospital. When a problem occurs, Analyzer allows IT administrators to quickly identify and address the problem, thus ensuring consistent work flow for caregivers.

Importance of IT

Federal regulations and incentives are driving adoption of the "meaningful use" of electronic health records (EHR) within hospitals over the next few years. This increased use of EHR applications heightens a hospital's dependence on IT's ability to keep their desktop sessions and applications performing in an optimal manner. Recognizing IT's ever-growing role in supporting the delivery of care, the Analyzer is designed and optimized to monitor and support the entire ThinIdentity solution and the components that interact with it. With a few clicks, they can determine the root cause of a problem and perform recovery actions.

Revolutionizing Hospital IT Management

Analyzer revolutionizes IT management within hospitals by centralizing, and simplifying the monitoring and management of the virtual desktop infrastructure. With Analyzer, IT organizations can efficiently monitor the entire virtualization infrastructure, regardless of vendor, and proactively repair failing conditions or poor performance all the way down to the desktop.

Return on Investment

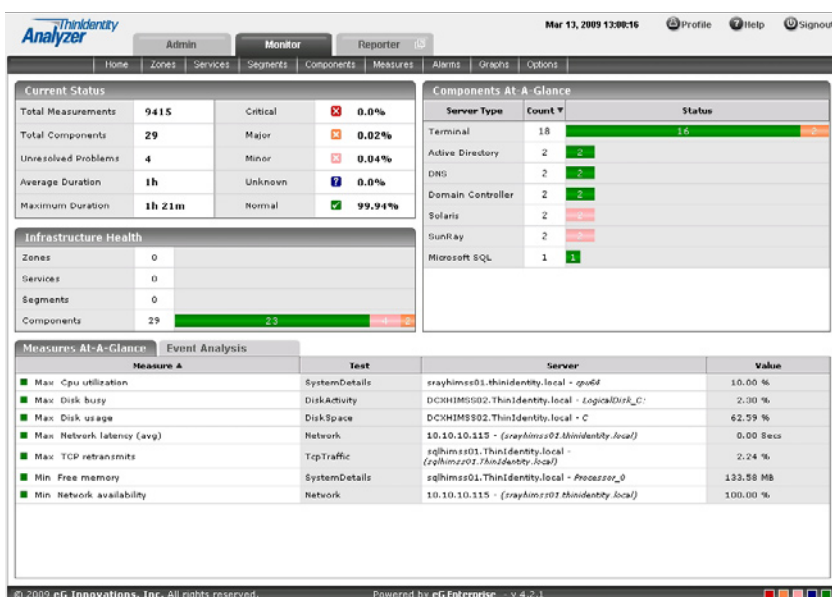
Analyzer helps hospitals greatly reduce IT operational expenses associated with problem determination and resolution while ensuring that access to critical patient information is always available. Time to recover is greatly reduced, lowering costs and increasing caregiver satisfaction.

ThinIdentity Delivers

The ThinIdentity solution features the ThinIdentity Analyzer which is a comprehensive virtualization monitoring and management tool.

Key Benefits

- Analyzer enables a continuously improved work flow for caregivers by ensuring that the ThinIdentity infrastructure is operating at maximum efficiency.
- Single enterprise application to monitor entire virtual desktop infrastructure, from backend virtual servers and applications all the way down to the terminal.
- Assists the IT staff in quickly identifying and diagnosing the root cause of a problem and automatically applying corrective action if appropriate.
- Delivers monitoring and management capabilities regardless of the virtualization infrastructure deployed.
- Delivers substantial financial benefit by ensuring that the ThinIdentity environment is functioning properly and reducing operational costs associated with problem diagnosis.
- Analyzer is included as part of the Synchronizer appliance at no additional charge. Analyzer can be optionally licensed for non-ThinIdentity servers in the environment.



How it Works

ThinIdentity Analyzer is a diagnostic tool that provides comprehensive monitoring and root-cause analysis of the entire virtual desktop environment. This includes monitoring from the backend infrastructure all the way to the stateless thin client workstations. Analyzer has been optimized to monitor and support the specific Sun Ray devices that are part of every ThinIdentity solution. It can provide self-healing capability that significantly reduces diagnostic efforts, costs, and downtime.

Analyzer provides administrators with in-depth monitoring and reporting of virtual desktop infrastructures in order to track user sessions and behavior patterns — capabilities unthought-of in prior generation desktop virtualization solutions.

Core Capabilities

Analyzer offers an outside view of how virtual machines (VMs) are using a physical server, and an inside view of what is happening inside each VM. It offers key diagnostic insights into the root cause of performance problems within a virtual infrastructure.

Single Agent Architecture

The architecture of the Analyzer is a unique Manager/Agent configuration. The suite requires just one Agent to manage the operating system and all the

ThinIdentity Analyzer – Operating System Support

Operating Environment	Analyzer Support
Microsoft Windows (2008, 2003, 2000, XP, 2000 Professional)	Available for 32 & 64-bit versions of Microsoft Windows platforms. Agentless monitoring also supported.
Linux	Supported on SUSE, Red Hat Enterprise/Fedora and FreeBSD operating systems. Agentless monitoring also supported.
Solaris	Available for Solaris on SPARC and on AMD 64-bit platforms. Agentless monitoring also supported.
VMware	Optionally installed on VMware virtual servers.
Citrix	Optionally installed on the Citrix XenServer and XenApp servers.
Terminal Services	Optionally installed on Terminal Services servers.

Windows Monitoring Features

Analyzer allows for monitoring Windows domain controllers, infrastructure servers (DNS, LDAP, Active Directory, Microsoft Exchange, SQL), and other network devices. These models define key metrics that are needed to track the different applications and analysis methodologies for these metrics, and correlation models that are used to customize Analyzer's single-click root-cause technology for Windows enterprise environment.

applications executing on a server. The Manager is the central component, handling centralized configuration, administration, and control of agents.

Heterogeneous Monitoring

Administrators can simultaneously evaluate heterogeneous virtualization technologies including Citrix XenServer, VMware ESX, Microsoft Virtual Server, Solaris LDoms and Containers, etc.

Key Features

- **Focus on causes, not effects:** Patented automatic triage capability simplifies problem diagnosis. By differentiating between the cause of a problem and its effects, service operators can immediately focus on solving the source of the problem. The result is significantly reduced repair time and costs.
- **Clear problem demarcation:** Layer model representation for different applications and network devices enables clear demarcation of problems, with minimal effort. This capability eliminates finger-pointing across domains.
- **Customized scripts enable self-healing desktop architecture:** Can be configured to automatically resolve the problem without human intervention.

Sun Ray Monitoring Features

Analyzer includes customized monitoring functionality for Sun Microsystems Sun Ray display devices including: 1) Monitoring of Sun Ray Services, such as: USB ports, external ports, and the internal smart card reader; 2) Connectivity between the Sun Ray device and the ThinIdentity Synchronizer to reveal the quality of each link and potential connection bottlenecks; 3) Session monitoring to determine the number and type of sessions for the Sun Ray environment.

ThinIdentity delivers a flexible, easy-to-implement solution that can substantially improve caregiver work in hospitals. In addition, ThinIdentity revolutionizes IT management within hospitals by centralizing, simplifying, and standardizing the application delivery and workstation management components to significantly improve work and lower costs. Headquartered in Denver, Colorado, ThinIdentity distributes its solution through Authorized Resellers throughout the United States.

For additional information, please visit www.ThinIdentity.com or contact us at info@thinid.com.

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