

## How do you know what you can't see?

With organizations increasingly focused on budget, enhanced employee productivity and digital transformation, the old way of approaching desktops doesn't fit into today's data-driven business environment.

But without expensive third party tools, desktop performance and employee productivity is a black box. Organizations need an easy way to:

- Quickly troubleshoot issues to keep employees productive
- Analyze usage data to optimize computing resources and app suites
- Provision and manage desktops to streamline IT

## Dizzion Control Center: Insights + Monitoring + Management

The Dizzion Control Center is an integrated portal that gives you transparency into your end user computing environment, usage, performance and individual user productivity. It's a centralized location that features tools for environment monitoring, management and actionable business insights.

Designed for easy everyday use by IT and deep analysis by business leaders, the Dizzion Control Center presents a range of features and tools based on user role and need. IT teams can access the daily management and monitoring tools they need to ensure system uptime and productivity. For business leaders, **12 months of historical trend data allows for analysis of macro and micro trends, enabling smarter, data-driven business decisions.**

The Dizzion Control Center also serves as your main point of communication with your Dizzion Support Team. Monitor project timelines, approve scheduled maintenance windows and file and manage support tickets. The Dizzion Control Center ensures you can manage your entire virtual desktop environment and get the business insights you've been missing from a single pane of glass.



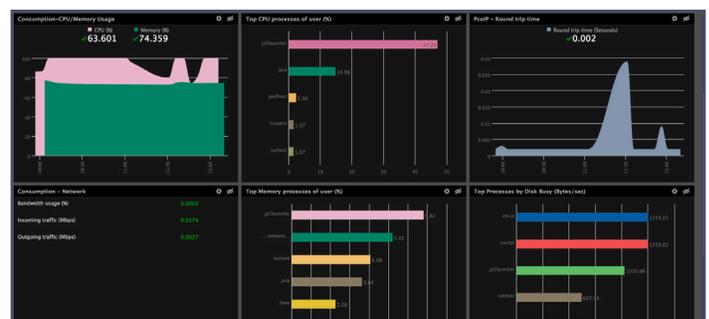
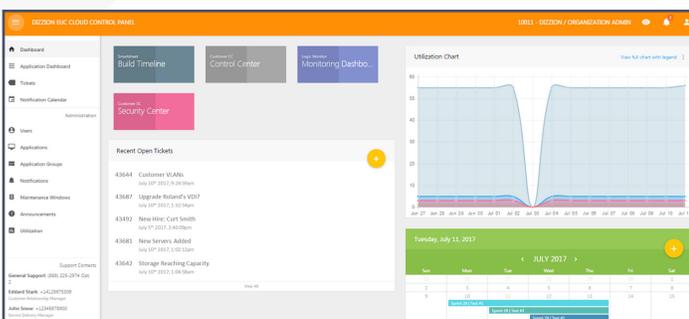
## KEY FEATURES

- Real-time user monitoring
- Usage & bandwidth monitoring
- Track login/log off times
- Automated vulnerability management & patching
- User shadowing & remote assistance
- Synthetic transaction monitoring
- Support ticket management
- 12 months archival trend data

## TOP BENEFITS

- Deep insights for smarter decisions
- Faster resolution for increased productivity
- Ease of EUC management

## DIZZION CONTROL CENTER



## HOW DIZZION CONTROL CENTER HELPS

Scenario	Dizzion Control Center Benefit	Your Benefits
<p>An employee submits a help ticket that says their desktop is “running slow.”</p>	<p>In the past, Support would try common troubleshooting solutions without any insight into the root cause of the issue.</p> <p>The Control Center’s real-time, in depth environment monitoring allows Support to identify the exact issue within minutes.</p>	<p>Faster troubleshooting that improves time to resolution and end user productivity.</p>
<p>Employees work the same hours but some are more productive than others. You want to optimize your entire workforce.</p>	<p>End user monitoring allows you to see when employees are actively working (or sitting idle), what websites and applications they use and their general work flow and application usage.</p>	<p>Streamline workforce management &amp; optimize staffing and productivity.</p>
<p>An application is up for renewal and you are trying to determine if the contract should be renewed.</p>	<p>12 months of data allows the business manager to look at usage trends, providing statistical evidence of the app’s usefulness (or lack of use).</p>	<p>Have data to make smart business decisions and spend budget wisely.</p>
<p>Work at home agents have a stable environment most of the time but still regularly complain about latency issues.</p>	<p>Real time monitoring provides insights into user bandwidth. The help desk is able to identify that latency issues begin at the same time each day – when the agent’s children get home from school and put extra stress on the bandwidth.</p>	<p>Determine if issues are in-house or on the employee-side, allowing you to quickly address and resolve issues.</p> <p>Trend analysis lets you identify potential issues before they grow.</p>
<p>Executive leadership is looking for ways to reduce IT spend.</p>	<p>Insights from 12 months of archival data documenting resource usage allows leadership to evaluate if virtual desktops are properly sized.</p> <p>For instance, part time employees may have more robust desktops than they actually use. These desktops can be adjusted or changed to non-persistent (shared) desktops.</p>	<p>Make educated business decisions that lead to cost savings and resource right-sizing.</p>

Learn more at [www.dizzion.com/control-center](http://www.dizzion.com/control-center)