USC   University of the Sunshine Coast

Challenge

The **business world** is fast paced and **constantly changing**, with new industries and sectors emerging every day. USC's flexible programs prepare their students ideally for this world.

That is a **challenge for IT**, as they have to **change constantly**, too.

When implementing **Citrix XenApp** session hosts and **Windows 10**, USC needed a tool to **measure performance** in their ever-changing environment.

Solution

With Splunk already in place for monitoring enterprise applications, it was a breeze to add uberAgent to the mix. uberAgent gave the engineers the ability to see where to spend time **optimizing** and **tuning** their environment for **better performance**.

"Ready-made graphs and commonly needed metrics available out of the box."
— Jesse Harris, Infrastructure Analyst, USC

Benefits

At USC Windows and Citrix are continually upgraded. With uberAgent, USC is finally able to see performance regressions and inspect **application usage quantities** to make **business decisions based on real data**.

USC now has an **overview of boot, logon, application and system performance** of all their devices at a glance. If more detail is required, they drill into sessions for more information. Especially the depth of information one can get on logon performance was convincing for USC.

Company Profile

USC provides tertiary education for the Sunshine Coast region. They provide their students with inclusive, personalised support alongside programs that provide ample opportunities to engage with their discipline, profession and community.

Industry

University sector

Region

Australia

Company Size

1,000+ employees

Technology Environment

- Virtual Desktop Infrastructure
- Server Based Computing
- Citrix XenApp 7.x
- Windows 10

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