



Challenge

Generali Operations Service Platform (GOSP) operates a **large server-based computing and VDI infrastructure** for the Generali Group.

They needed a solution for two things:

1. Get an overview of the performance for all apps and desktops to **measure user experience**
2. Compare the user experience and performance metrics after **release changes**

Splunk is the central monitoring platform at GOSP, and the solution had to integrate into it.

Solution

uberAgent gives Generali Group exactly the insights they need. Through the **Experience Score dashboard** GOSP can see immediately whenever the user experience suffers, and why!

All uberAgent data is centrally stored in Splunk, enabling GOSP to **analyze changes to the user experience to the minute**. Because data is always available in full detail, current and historical information can be compared easily. That allows GOSP to qualify and assess their release changes.

Another big plus for GOSP was uberAgent's **deep Citrix integration**, which ensures that every aspect of the Citrix environment is monitored.

"uberAgent makes user experience measurable"
— Frederik von Rüden, Unit Head Virtual Workplace Solutions, GOSP

Benefits

GOSP was very pleased with the **ease of installation** and, at the same time, the endless possibilities to customize uberAgent to their needs. As uberAgent has been optimized for Splunk from day one, there was **no need for additional databases** or middleware.

GOSP now has an **overview of the health state** of the overall environment but also detailed information for error **analysis** down to the **level of individual processes**.

Company Profile

Generali Operations Service Platform (GOSP) supports Generali Group in optimizing its services to meet the changing needs of customers, agents and employees, enhancing service quality whilst delivering significant synergies among its business units. GOSP leverages cloud technologies and shared technology platforms to accelerate the Group's transformation and digital strategy. GOSP develops projects and solutions to accelerate the digitization of Generali Group's business processes and the adoption of a cloud-centric model.

Industry

Insurance

Region

Global

Company Size

11,500 workplaces covered by uberAgent

Technology Environment

- Virtual Desktop Infrastructure
- Server-Based Computing
- Citrix Virtual Apps & Desktops

