



Case Study

Advocates Inc.

How SysKit helped Advocates Inc. to automate routine task of tracking different event logs



About the Company

Advocates Inc. Case Study



Advocates, Inc. is an organization with a mission to assist people with disabilities or other individual challenges. Founded in 1975 by a group of volunteers providing patient rehabilitation services on the grounds of Westborough State Hospital, Advocates is now one of the largest human services organizations in the state.



Challenge: Monitor Remote Sessions

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Getting concise and useful information out of the Remote Desktop Session Host servers is a complex job, requiring **looking at many different event logs** and correlating ID's between different events and processes.

Advocates Inc. team were looking for a **tool that would automate as much of this process as possible**. They tried using Microsoft's System Center Operations Manager, but while it provides good server monitoring, it **doesn't provide simple monitoring** of server information down to a user and application level.



Solution: SysKit Monitor

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SysKit Monitor helped Advocates admins to recognize that their Remote Desktop Farm was overburdened to the extent that it was affecting the end users overall experience on the system.

They used SysKit Monitor to get a clear understanding of their server environments based on the Citrix XenApp and Microsoft Windows Remote Desktop Services.



"SysKit Monitor has an intuitive interface with detailed information that helps us manage our Terminal Server Farm as well as our other stand alone Terminal Servers."

— Chris Buckley, CISSP, Director of Information Services, Adovcates, Inc.



Results: Better Server Performance

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The biggest plus Advocates Inc. experienced was the **amount of time they saved** by automating monitoring of different event logs.

SysKit Monitor helped them to:

- **generate user reports,**
- **track applications,**
- **monitor overall system performance.**

