GSX Monitor & Analyzer
When end-users performance…
…Matters!

Microsoft Partner Silver Messaging

Microsoft Partner Silver Server Platform

BlackBerry Alliance Elite Member

About GSX Solutions

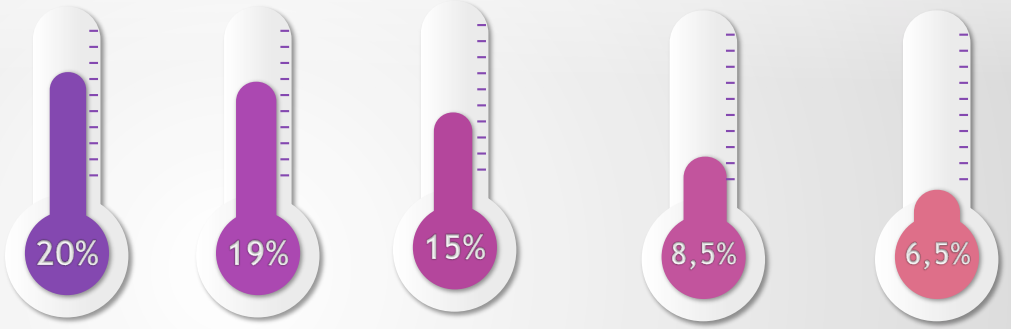
- Founded 1996, Headquartered in Switzerland
- Offices in USA, UK, France, Switzerland, China
- Indirect channel across more than 40 countries

600 customers

In **40** countries

GSX Solutions at a Glance

+ 30% of Fortune 500 are customers



Banking Insurance | Manufacturing | Consulting IT Services | Consumer Goods and retail | Healthcare

6 M + Monitored mailboxes

6 millions mailboxes monitored By GSX Solutions

+ 600 Customers

High customers satisfaction with over 90% maintenance renewal

Certifications and Recognitions

GSX

Microsoft Partner
Silver Messaging

Microsoft Partner
Silver Server Platform

BlackBerry
Alliance Elite Member

Customers References

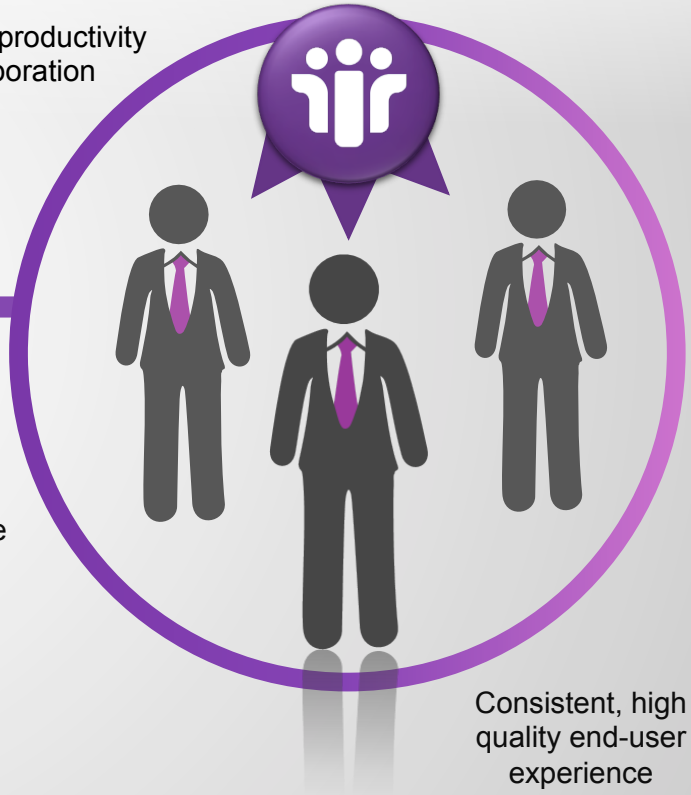
The GSX Platform

GSX Agentless management platform for unified collaboration applications

Reduces the TCO at both CAPEX and OPEX levels

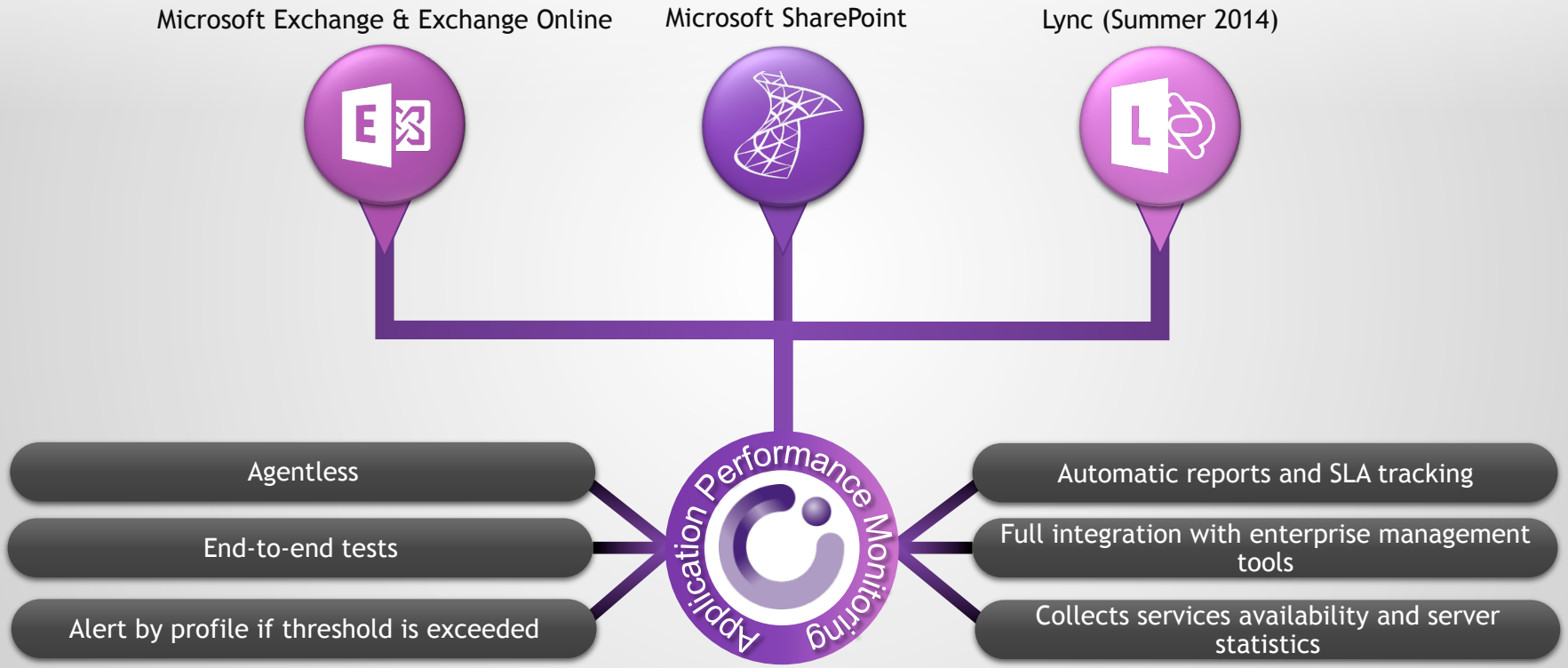
- Sits outside the server providing a simple to use solution
- Monitors entire collaboration infrastructure
- Analyses and identifies bottlenecks proactively
- Simulates traffic to enable preventive action
- Reports against business use SLAs

Fully exploit the productivity benefits of collaboration



Consistent, high quality end-user experience

GSX For Microsoft Unified Communications



GSX for Microsoft Exchange

- Support for Exchange 2007, 2010, 2013 & Exchange Online
- Full Auto-discovery of your Exchange Online Organizations
- Discover and manage multiple organizations at multiple locations
- Simulate End-Users through End-User & Mail Routing Scenarios
- Manage the overall capacity of your Exchange Infrastructure in a Hybrid configuration
- Identify underutilized servers and load-balancing issues among servers and pinpoint bottlenecks in your organization in a Hybrid configuration
- Instantly detect and alert admins of bottlenecks across multiple locations

On-premise, Hybrid and Cloud Support

Advanced Synthetic Transactions

Services Availability and Server Statistics

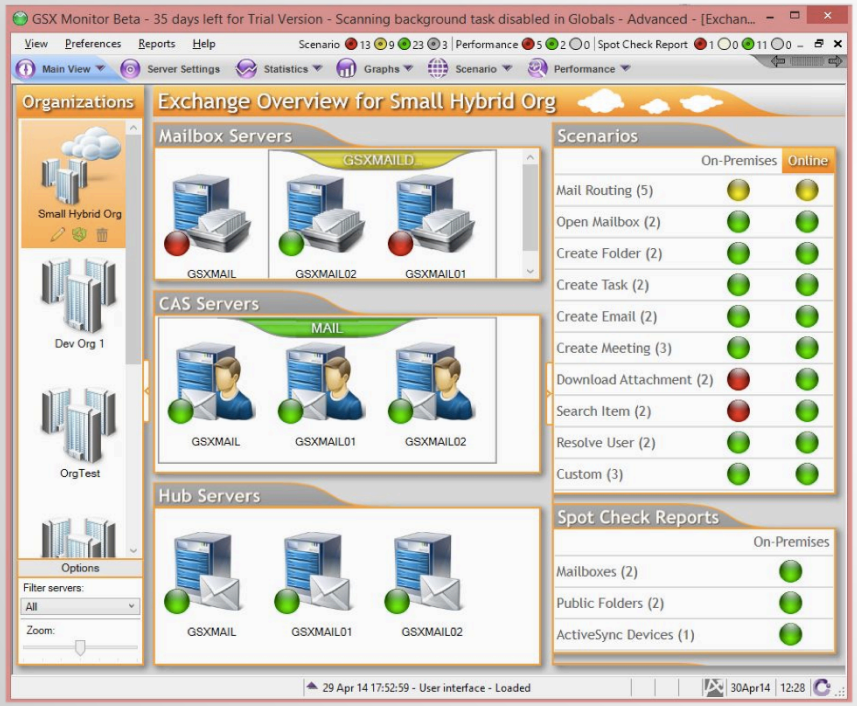
Fully Integrated with SCOM, HP, Etc…

Forget Command Line Monitoring!

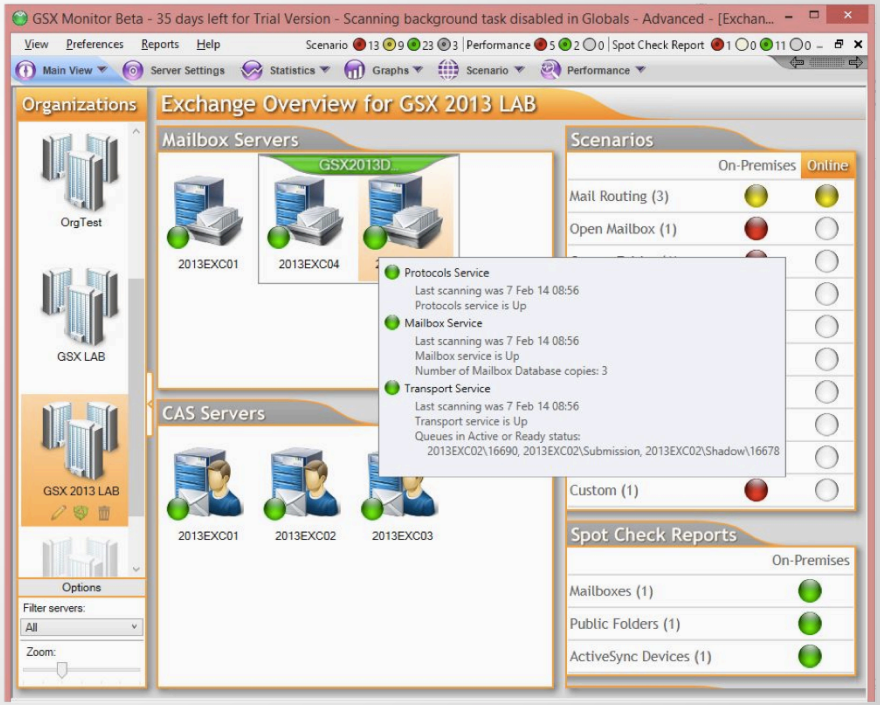
Monitoring

GSX

Exchange 2010 Real Time Overview



Exchange 2013 Real Time Overview

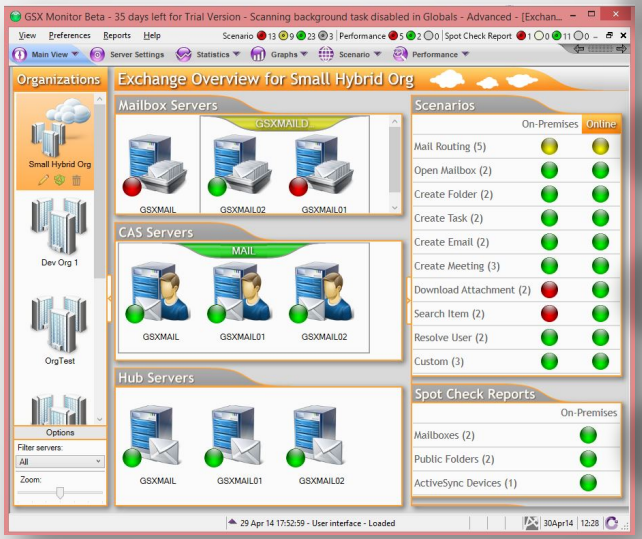


Exchange 2010 Under the Hood!

Monitoring

GSX

- Discover and manage multiple Organizations at the same time
- Mailbox Server, MAPI connectivity Mailbox Databases size and availability, DAG High Availability and Replication
- End user Synthetic Connections (OWA, Active Sync, Outlook Anywhere, etc.), Exchange Autodiscover, CAS Array protocol latency and availability
- Hub, Suspended and retry queue, threshold on delivery and unreachable queue, mail flow statistics reporting
- Automatic monitoring of Windows services, Exchange Processes, Disk space, maintenance for any servers!



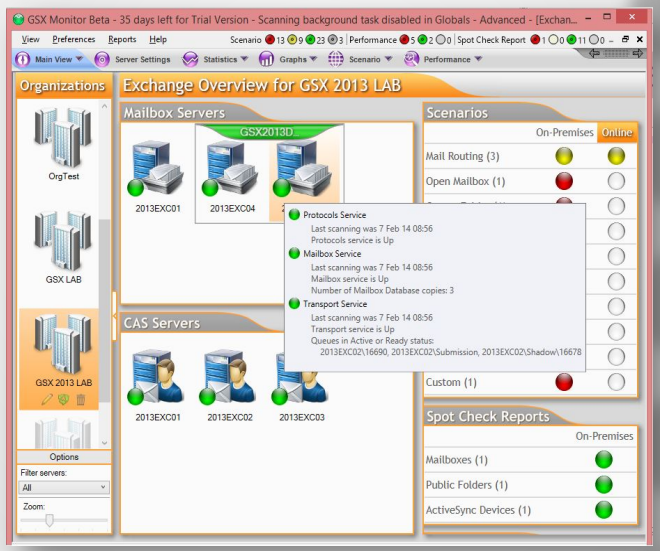
- Mail Routing internal, external, hybrid tests and reports
- End User Scenario on premise or online at the same time
- Automatic reports on Mailboxes usage (Location, logon, size, quota and much more!)
- Automatic reports on Public Folder (owner size, usage)
- Automatic reports on Active Sync Devices: how many devices, what type, where, etc.

Exchange 2013 Under the Hood!

Monitoring

- Discover and manage multiple Organizations at the same time
- Mailbox Role server monitoring at the Service Level!

  Checks and Report on Protocols connectivity (end user connections), Mailboxes Databases availability and size
- Mailbox Transport Service Availability and Usage, be alerted on Suspended and retry queues, threshold on delivery and unreachable queue, mail flow statistics Reporting
- Automate checks on DAG replication and high availability
- Real Time monitoring of CAS proxy & Transport (SMTP) services!
- Automatic monitoring of Windows services, Exchange Processes, Disk space, maintenance for any servers!



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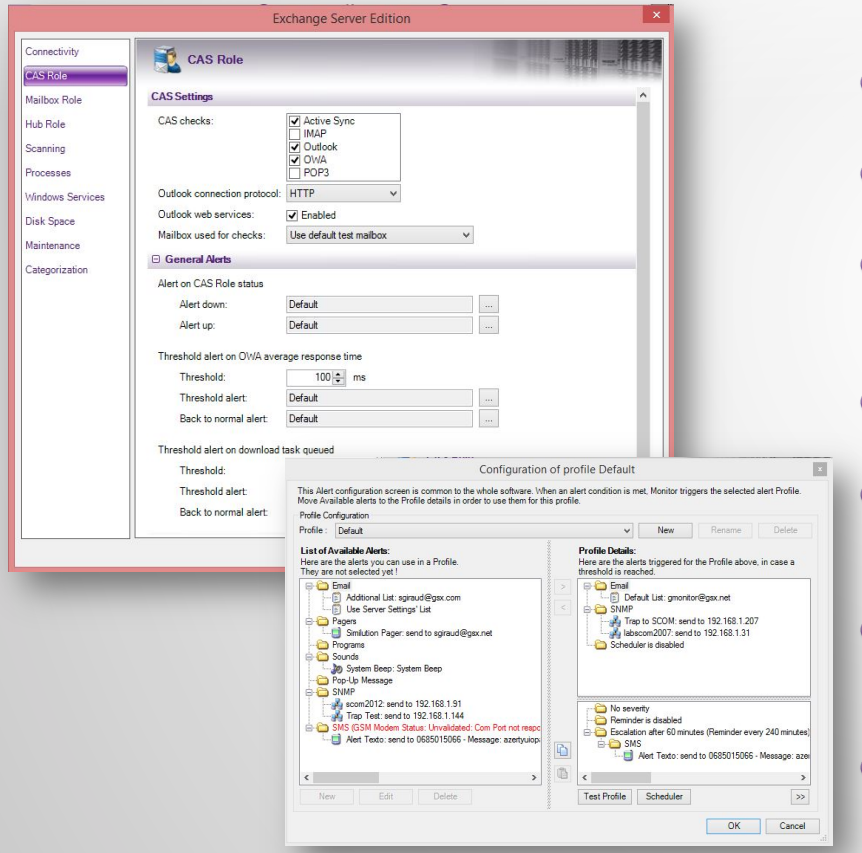
Forget Your Script, Just Click!

Monitoring



- Totally Agentless
- Totally Out of the Box: Just click on what you want to check
- GSX automatically tests, collects the metrics and make it available for reporting
- Easy to install, maintain, use, one hour training is enough!
- Be alerted automatically per email, program, sound, pop-up, SCOM, etc.
- Setup reminder or automatic escalation profile in case of serious incident!
- No impact on server, GSX is one of your Users!

Collect Usage Statistics In a Click!

Reporting

GSX

- **Active Sync Reports**
- Automatic, Simple, Easy
- Every Users, every Devices in one click!
- ***Who is using What??***

Exchange 2010 ActiveSync Devices Results

34 ActiveSync Devices found for GSXMAIL01.ENT.GSX.COM - 18 Mar 14 18:54 - Processing time: 19 s 509 ms

User Name	Device Type	Device OS	Last Sync Attempt Time UTC	Last Success Sync UTC	First Sync Time UTC	Last Ping Heartbeat	Number Of Folders Synced	Device Mobile Operator	Device Active Sync Version	Device Friendly Name	Device OS Language	Device Phone Number	Device Policy Applied	Device Policy Application Status	Last Policy Update Time UTC	Is Remote Wipe Supported	Status
extest_fc0b7b3ec6914	TestActiveSy		18 Mar 14 16:54:	18 Mar 14 16	11 Mar 13 16	60	1		12.0				Default	NotApplied	n/a	False	DeviceOk
extest_fc0b7b3ec6914	TestActiveSy		18 Mar 14 16:54:	18 Mar 14 16	11 Mar 13 15	60	1		12.0				Default	NotApplied	n/a	False	DeviceOk
extest_fc0b7b3ec6914	TestActiveSy		18 Mar 14 16:52:	18 Mar 14 16	17 Oct 12 10	60	1		12.0				Default	NotApplied	n/a	False	DeviceOk
Tim Book	iPhone	iOS 7.0.4	5 Dec 13 05:10:3	5 Dec 13 05:	12 Dec 12 1	724	14		14.1	Black iPhone 4	en		Default	AppliedInFull	8 Nov 13 02:3	True	DeviceOk
Tim Book	SAMSUNGS	Android	17 Nov 13 00:06:	17 Nov 13 0	29 Oct 13 20	0	6	Verizon Wire	14.1	jfltevzw	English	*******3340	Default	AppliedInFull	29 Oct 13 20:5	True	DeviceOk
Tim Book	SAMSUNGS	Android	18 Mar 14 16:53:	18 Mar 14 16	2 Dec 13 05:	0	6	AT&T	14.1	jflteuc	English	*******6392	Default	AppliedInFull	2 Dec 13 05:5	True	DeviceOk
Tim Book	SAMSUNGS	Android	1 Dec 13 18:17:5	1 Dec 13 18:	30 Nov 13 1	0	4	AT&T	14.1	jflteuc	English	*******6392	Default	AppliedInFull	30 Nov 13 19:	True	DeviceOk
Tim Book	WindowsMail	WINDOW	11 Mar 14 19:48:	11 Mar 14 19	10 Jun 13 23	3480	53		14.1	TIM-SURFACE	English		Default	AppliedInFull	10 Jun 13 23:2	True	DeviceOk
Tim Book	WindowsMail	WINDOW	21 Oct 13 21:22:	21 Oct 13 21	11 Jun 13 17	180	52		14.1	TIM-SURFACE	English		Default	AppliedInFull	11 Jun 13 17:2	True	DeviceOk
Tim Book	WindowsMail	WINDOW	18 Mar 14 05:45:	18 Mar 14 05	3 Nov 13 23:	3480	52		14.1	TIM-SURFACE	English		Default	AppliedInFull	3 Nov 13 23:0	True	DeviceOk
Brian Apers	iPhone	iOS 7.0.4	18 Mar 14 14:08:	18 Mar 14 14	28 Feb 13 12	1200	8		14.1	Noir iPhone 4	fr		Default	AppliedInFull	17 Feb 14 16:	True	DeviceOk
User Monitor	TestActiveSy		20 Nov 13 10:50:	20 Nov 13 1	25 Sep 13 07	60	1		12.0				Default	NotApplied	n/a	False	DeviceOk
User Monitor	TestActiveSy		20 Nov 13 10:47:	20 Nov 13 1	12 Sep 13 05	60	1		12.0				Default	NotApplied	n/a	False	DeviceOk
User Monitor	TestActiveSy		20 Nov 13 10:49:	20 Nov 13 1	12 Sep 13 10	60	1		12.0				Default	NotApplied	n/a	False	DeviceOk
Amaud Buonaccorsi	Android	Android 4.	16 Mar 14 01:26:	16 Mar 14 01	25 Aug 12 18	480	11		14.1				Default	AppliedInFull	16 Mar 13 08:	True	DeviceOk
Amaud Buonaccorsi	Android	Android 4.	18 Mar 14 14:59:	18 Mar 14 14	20 Feb 14 09	1080	8	Orange F (2	14.1	Nexus 5			Default	AppliedInFull	20 Feb 14 09:	True	DeviceOk
Amaud Buonaccorsi	htcace	Android 2.	20 Feb 14 08:17:	20 Feb 14 08	25 Jul 12 15:	1200	8		12.1	htc_ace		*********able	Default	AppliedInFull	22 Aug 13 14:	True	DeviceOk
Amaud Buonaccorsi	TestActiveSy		23 Aug 13 08:43:	23 Aug 13 08	23 Aug 13 08	0	1		12.0				Default	NotApplied	n/a	False	DeviceOk
Amaud Buonaccorsi	WindowsMail	WINDOW	11 Jun 13 13:27:	11 Jun 13 13	11 Jun 13 13	180	6		14.1	GUREN	English		Default	AppliedInFull	11 Jun 13 13:2	True	DeviceOk
Olivier Bayaut	iPhone	iOS 7.0.4	18 Mar 14 15:10:	18 Mar 14 15	26 Jul 12 11:	900	11		14.1	Noir iPhone 4S	fr		Default	AppliedInFull	6 Jan 14 06:20	True	DeviceOk

Exchange 2010 Mailboxes Results

1006 Mailboxes found for GSXLAB Full report - 18 Mar 14 12:14 - Processing time: 28 s 988 ms

Name	Display Name	Alias	SMTP Address	Country	City	Company	Site	Server Name	DB Name	Type	Last logon date UTC	Disconnect reason	Disconnect date UTC	Number of Items	Used size (in MB)	Issue Warning Quota		Prohibit Send Quota		Prohibit Send/Receive Quota	
																Quota (in MB)	%	Quota (in MB)	%	Quota (in MB)	% Use
gsx	gsx	gsx	gsx@gsx.la				gsx.lab/	LABMBX1	Mailbox D	UserMailbo	18 Mar 14 1		n/a	328434	1989.22	1945.00	1	2048.00	9	2355.00	84.47
gsxtest	gsxtest	gsxtest	gsxtest@g				gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	6	0.08	1945.00	0	2048.00	0	2355.00	0.00
Administrat	Administrato	Administr	Administrat				gsx.lab/	LABMBX1	Mailbox D	UserMailbo	19 Sep 13 0		n/a	27691	75.15	1945.00	3	2048.00	3	2355.00	3.19
DiscoveryS	Discovery S	Discover	DiscoveryS				gsx.lab/	LABMBX1	Mailbox D	DiscoveryM	n/a		n/a	5	0.07	0.00	I	51200.00	0	51200.00	0.00
scom	scom	scom	scom@gsx				gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	5	0.07	1945.00	0	2048.00	0	2355.00	0.00
extest_727	extest_727c	extest_7	extest_727				gsx.lab/	LABMBX1	Mailbox D	UserMailbo	18 Mar 14 1		n/a	7	0.09	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
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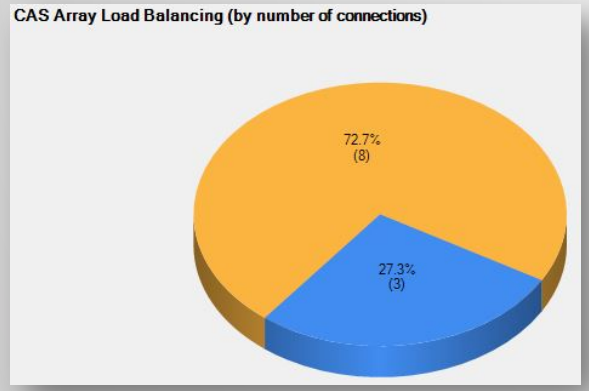
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00
LABMBX2	LABMBX2	C77EF8F	C77EF8F5-			TEST CO	gsx.lab/	LABMBX1	Mailbox D	UserMailbo	n/a		n/a	2	0.00	1945.00	0	2048.00	0	2355.00	0.00

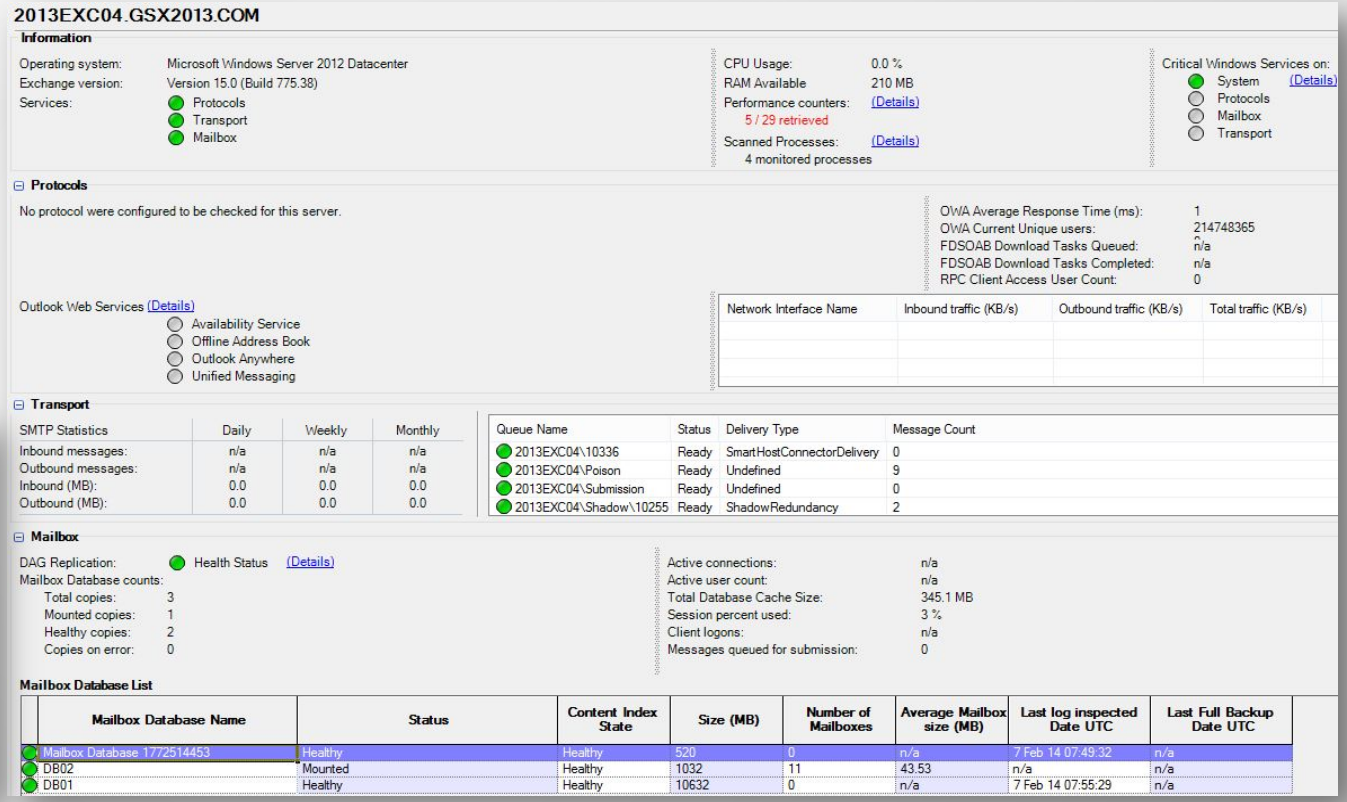
- **Mailboxes Reports**
- Automatic, Simple, Easy
- Every Users, every Mailboxes, every quota in one click!
- ***Who is using What??***

Do You Need Infrastructure Statistics?

Reporting

- **Agentless**
- **Automatic**
- **Everything available for Trends and Capacity**
- ***In Just One Click!***





GSX for Exchange- Synthetic Transactions

Monitoring

End User Scenarios – Under the Hood!

Monitoring

GSX

End User Scenario are a Step by Step simulations that use Exchange On-Premises or Exchange Online exactly as a User

Mail Routing

- Exchange Online to Exchange Online
- Exchange on premise to Exchange Online
- Exchange Online Round trip to external service
- Exchange one way to External service
- External service one way to Exchange Online

Open Mailbox

- Connect to the Exchange organization
- Authenticate as a user
- Display the name of the Mailbox
- Count the number of items in that inbox
- Discover and count all folder into that inbox
- Check the number of unread item in this inbox

Create a meeting

- Create an appointment locally with all its characteristics
- Invite attendees
- Upload an attachment
- Save the meeting into the mailbox
- Send the meeting to all recipient

Creating Custom Linked Scenarios

Monitoring

GSX

Linking scenarios is the only way to measure complex interactions made by users-Exchange or Hybrid Environment

What is the Performance For a Complex End User Set of Actions?

What is the Performance of Exchange Online Complex Operations?

What is the Availability and Performance of Hybrid Environment?

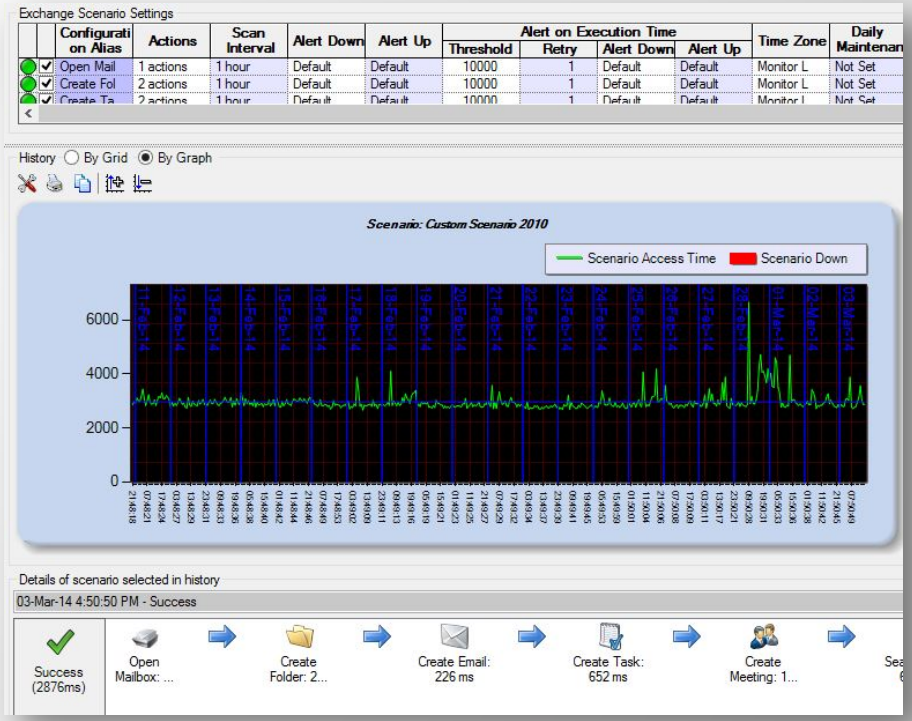
- **Simulate actions of a 9am random user "Joe User"**
  - "Joe User" first "Opens his mailbox"
  - Then Joe "Resolves user" in order to "Create a meeting" with the user he just resolved
  - Joe then "Searches" for mail in his mailbox
  - Then he "Creates an email with an attachment" to notify the attendee of an upcoming meeting
  - >>***What is the performance for a basic 9am set of actions? GSX constantly checks and reports on that!***
- **Manipulation of Exchange Objects**
  - Open a mailbox
  - Create task/folder/email with attachment
  - Search this created item in the Mailbox
  - Download the attachment of the searched Item
  - ***>>Is Exchange able to manipulate and use the items that are created?***
- **Interconnection of the Hybrid Infrastructure**
  - Create a meeting Online
  - Send the meeting to On-Premise users
  - Symmetric resolving users between Online and the On-Premise Exchange
  - Mail routing between Online to On-Premise & vice versa
  - ***>>Is Exchange Online able to connect and work with your On-Premise Environment?***

GSX Solutions© 2014

Detect Any End User Latency Issues!

Alerting

- **Works on every version of Exchange: 2007, 2010, 2013 and Online**
- **Configure as many Scenarios as you want**
- **Simple or custom complex scenarios with real time latency monitoring**
- **Detect peak of charge or latency issues and be alerted instantly**
- **Set up multiple scanning engines and track each of your critical locations' end user performance**
- **Automatic, Simple & Easy to Use**



Diagnostic Network/Internet Latency!

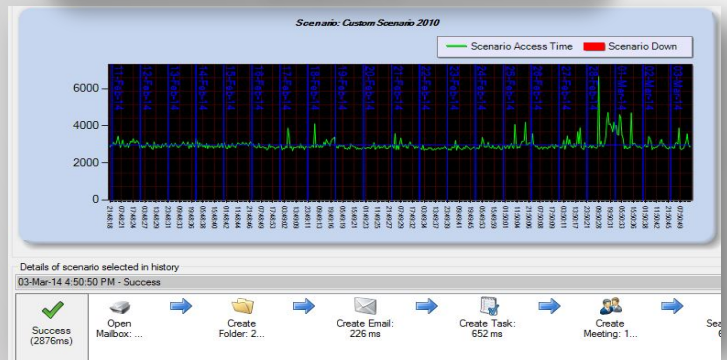
Alerting

Compare Exchange Online or on-Premises Scenarios & Exchange Portal Latency

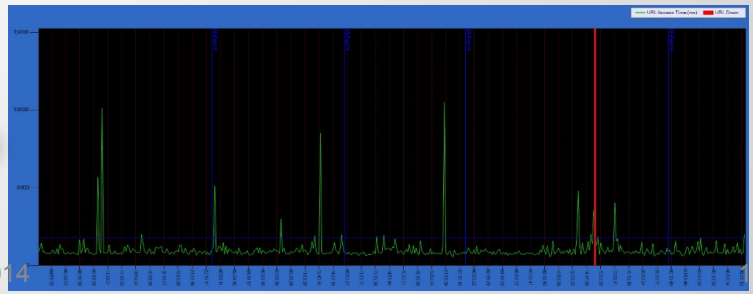
Test case examples

- **Exchange Online Performance issue**: Performance of Scenarios are dropping while the performance of the Exchange Online Portal remains stable
- **Network issue**: Increase of the latency of the Exchange Online Portal as well as Increase of Scenarios latency. To be crosschecked with an external website (like Bing) and if possible with an internal URL (intranet)
- **Exchange Online Upload Bandwidth issue:** Exchange Online Portal latency raises as well as Scenarios latency, in the same proportion and your second URL checks (like Bing) doesn't have any problems

Exchange Scenario Latency from Location A



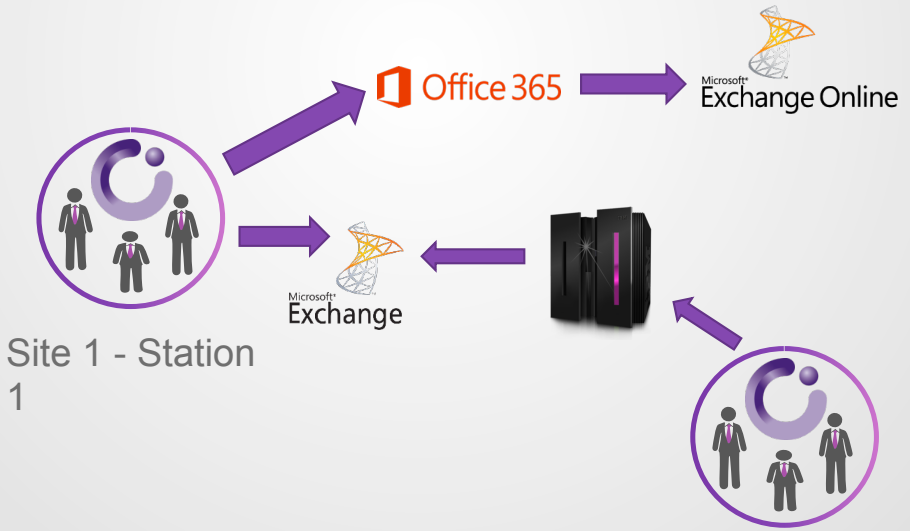
Witness URL (Exchange Online Portal, Bing, etc.) Latency from Location A

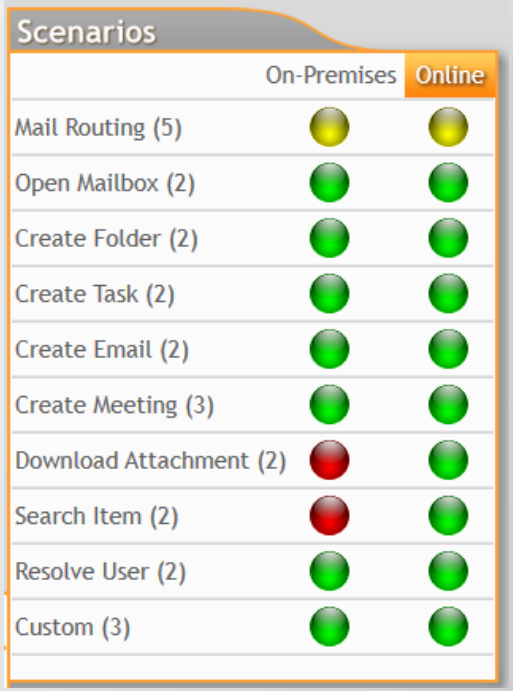


End-User Scenarios Benefits

Monitoring

- **True End User Experience** from multiple locations: GSX **is** one of your users!
- **Detect Performance Issues** from end-user locations before users are impacted: Reduce support calls and TCO
- **Mail Routing** tests to ensure email delivery from any location to:
  - Any site
  - External email services
  - Roundtrip tests (echo)
- Centralize GSX **Alerts in your SCOM dashboard**





GSX Solutions© 2014

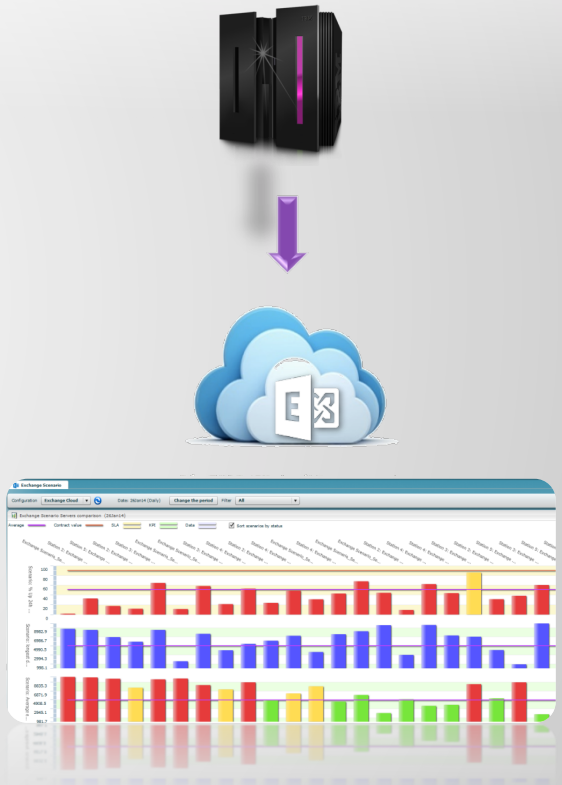
GSX Test Case Example

Monitoring

Health Checks & Migration Readiness Assessment

GSX is the only agentless tool, up and ready in minutes that **automatically:**

- **Discovers** the Exchange on premise environment
- **Collects** statistics about the usage of the mailboxes (size, quota, location, logon, etc.)
- **Measures** the performance of the service of the internal Exchange infrastructure
- **Assesses** the load of each server (CAS, DAG, Mailboxes, Hub, number of connections, inbound & outbound mail flow, etc.)
- **Evaluates** the level of services delivered to the end users (through the end user scenarios)
- **Alerts** in case of any performance issues
- **Reports** on the performance of multiple locations on the same web-based Dashboard



GSX Test Case Example

Monitoring

Check the result of the Migration to the Cloud before it really happens!

Pre Migration performance tests from any of your critical locations: Fix problems before they happen!

- Create 2 **monitored** test mailboxes, one in the current environment, one in the future one
- **Compare** with GSX the service delivered to these test mailboxes from your **critical locations**
- **Identify** any bottlenecks automatically
- **Checks** the ability of your current Infrastructure to work with the new one by running complex scenarios that involve both environments, for example:
  - Creation of a meeting with these two test mailboxes involved
  - Symmetric resolving users between the current and the new Exchange environment
  - Mail routing between both environments
- Constantly checks the performance of your **Executive VIP** Mailboxes!
- **Track** the performance of each location on every Exchange Environment!

GSX Analyzer

Reporting

One Reporting tool for all of your Exchange Locations

- Compare instantly the performance of your scenarios from your different locations
- Detect in seconds bottlenecks in your environment
- Access through profiles for instant Self-Service Reports
- Automatic PDF reports for management, service line & customers
- Trend and forecast System, Usage & Infrastructure Statistics

GSX for Exchange Benefits

- **Provide** real insight on the quality of service delivered to your end users to ensure **End User Satisfaction** and user adoption
- **Identify** the Exchange Infrastructure & network/internet **issue(s)** that impacted the service delivered to your users
- **Troubleshoot** easily any of the Exchange problems and be alerted in real time if there are any availability or performance issues
- **Secure** your migration to any environment by testing the results before you start from any critical location
- **Decrease** migration & support **Costs** by proactively pointing out any performance problems at any site and/or critical locations

GSX Monitor Integration with SCOM

GSX MONITOR Management Pack for SCOM

Instantly integrates GSX Monitor's capabilities straight into your SCOM Administration

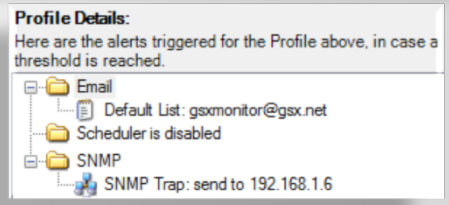
Facilitate and unify your reporting by forwarding GSX Monitor information to your global monitoring console

Provide End User Scenarios, Server, Usage Alerts directly in the SCOM Console

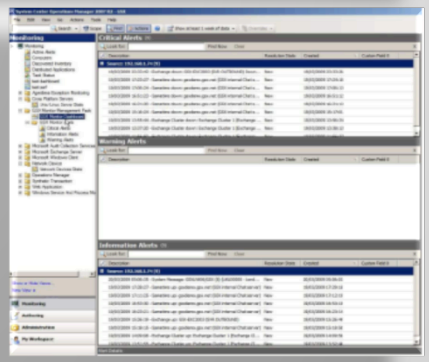
Easy reporting on any critical KPIs and SLAs

Microsoft System Center Operations Manager

Communicate automatically with your centralized Incident Management Platform and Team



Capture GSX Monitor's SNMP traps and display them into SCOM monitoring window under:
- **Critical Alerts**
- **Warning Alerts**
- **Information Alerts**



GSX Monitor & Analyzer - Trial

FREE TRIAL AVAILABLE

- 30-day
- Full features
- Unlimited users

Contact us

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