

# Raptor Service Desk Support System

## The Citrix Module

### Application

RAPTOR is a service desk software solution designed for use in Terminal Server/Citrix farms and fat client environments of all sizes. RAPTOR optimises success rates for 1<sup>st</sup> and 2<sup>nd</sup> level user support provided by the service desk.

The Citrix Module opens up further information and actions in RAPTOR with the aim of supporting users in Citrix and Terminal Server environments.

User sessions and running processes on Terminal Servers are displayed and can be closed by the service desk.

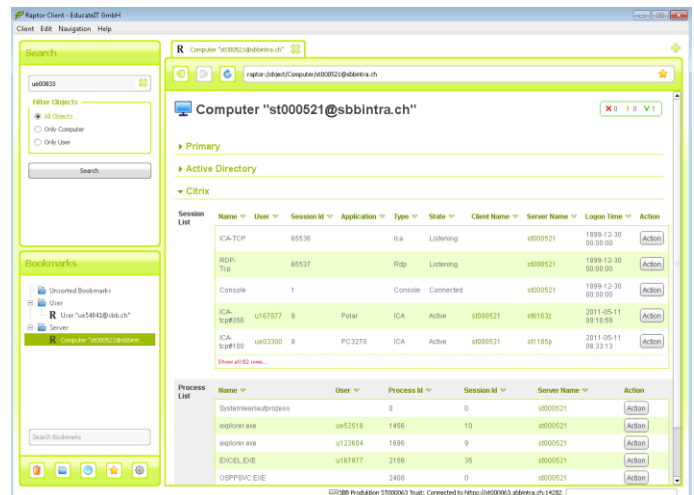
### System architecture

RAPTOR consists of three components:

- **Client**, for the Service Desk employee
- **Management Agent**, which collects data
- **Management Server**, which administers the data

**Client** provides the system user with a simple interface, which enables him to quickly find all the information that he needs. Via this interface, the user is able to search for administered objects, such as servers, clients and users within the network.

The Service Desk employee receives an overview of all the relevant information for every object found. Using this interface, he is able to perform technology or company-specific corrective actions.



Server overview page

RAPTOR has been optimised for use by 1st and 2nd level support employees, who can rectify errors with minimal knowledge of technical systems and perform routine actions, such as resetting passwords.

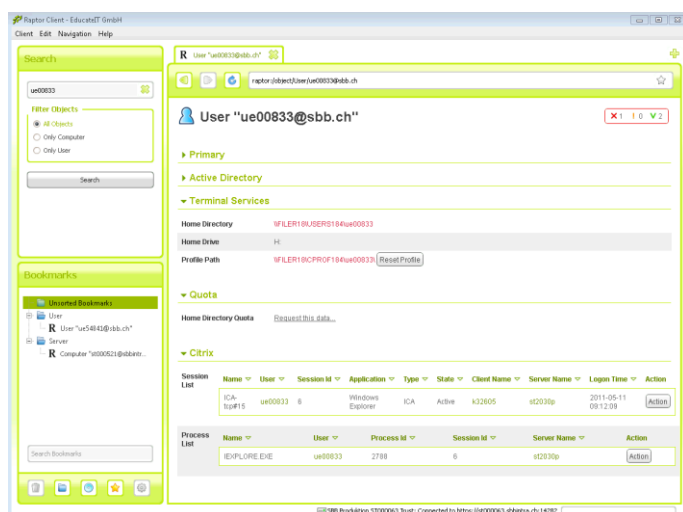
When it comes to support, a short reaction time is crucial for the user, i.e. the support employee must be able to access the relevant information within a matter of seconds. RAPTOR therefore evaluates and immediately makes available key information on the monitored servers in real time, so that the client is not kept waiting for too long.

**Management Server** saves, analyses and provides authorised clients with information from the monitored systems.

**Raptor Agent** is available as a service on the monitored servers. It collects relevant information, such as registered users, sessions and running processes, which it sends to the central server for analysis.

### Performance and scalability

RAPTOR has been specially optimised for high performance in large Citrix environments. Regardless of whether 10, 100 or 1000 servers are monitored, the distributed logic will not cause any bottlenecks. Only the central Management Server has to be dimensioned according to the total environment size.



User session overview