



Fact sheet

VERA

The help desk
monitoring tool for Sun
Ray environments

Trend: Help desk quality demands on the rise

Help desk quality is becoming increasingly important in the assessment of companies and products. After all: Customer loyalty and image are often closely tied to the support offered by the company. The help desk is also a central contact point and the face of the IT department. Not only is there a focus on user productivity but also cost-effective working and quick response times.

The solution: Efficient support for help desk service processes in the Sun Ray environment

The VERA Monitoring Tool (Virtual Environment Remote Assistance/Administration/Application) which has been developed especially for the Sun Ray Session Broker supports administra-

tors and help desk staff in the management of Sun Ray servers and client sessions.

The essential features of any help desk software are ease-of-use and functionality. This is why lean design, well-arranged displays and a variety of sort functions are standard features in VERA. The initial screen provides information about the current user, selected language and available areas based on the individual's particular permissions. The customizable table-based display makes it easy to sort relevant content at any time. Moreover, lists can also be filtered by key words.

VERA – Ease of use and transparency right from the initial screen:



The screenshot displays the VERA Monitoring Tool interface. At the top, the VERA logo is on the left and the oraïse logo is on the right. Below the logo, the user information is shown: User: admin, Language: English. A navigation menu includes Home, Licenses, Connected Sessions, Token Admin, Config, User Admin, Session Log, and Logout. The main content area is titled "Failover Group Status" and contains a table with the following data:

Server Name	Current Sessions	192.168.1.0/24	192.168.51.0/24
raycent01	1	192.168.1.9	192.168.51.46

Our focus: Session mirroring and controlled remote access to the user desktop

Mirroring is one of the most frequent demands made on help desks: A demand VERA can meet with such ease that Sun Ray environments with mixed VDI and terminal server environments can now be mirrored. Help desk staff can use VERA for direct access to a Sun Ray user session via remote access, which means they are able to have controlled access to an end user's PC to assist them in solving the issue and to provide direct, remote support to the end user offsite.

The authentication of service employees is a standard feature as is authorization by the user notified of the access via an on-screen alert.

This procedure satisfies all data protection requirements. The session log also keeps a detailed record of all session activities including information about users, access times, durations and type of control:

Executor	Session Info	Session Owner	Desktop ID	Desktop Location	Start	End	Duration	Access Type
admin	Payflex.500d7e2e00130200	???	00144f861555	Tobias Foretnik Software HB	Sep 30, 2009 5:56:42 PM			Not decided yet
admin	Payflex.500d7e2e00130200	???	00144f861555	Tobias Foretnik Software HB	Sep 30, 2009 5:55:28 PM			Not decided yet
admin	Payflex.500d7e2e00130200	tforetni	00144f861555	Tobias Foretnik Software HB	Sep 30, 2009 5:52:56 PM			Not decided yet
admin	Payflex.500d7e2e00130200	tforetni	00144f861555	Tobias Foretnik Software HB	Sep 30, 2009 5:51:05 PM			Not decided yet
admin	pseudo.00144f861555	userABC	00144f861555	Tobias Foretnik Software HB	Sep 16, 2009 5:22:31 PM			Not decided yet
admin	Payflex.500d7e2e00130200	tforetni	00144f861555	Tobias Foretnik Software HB	Sep 7, 2009 4:13:51 PM			Not decided yet
admin	Payflex.500d7e2e00130200	tobias	00144f861555	Tobias Foretnik Software HB	Aug 10, 2009 4:05:03 PM	Aug 10, 2009 4:19:33 PM	00:14:49	view only
admin	Payflex.500d7e2e00130200	tobias	00144f861555	Tobias Foretnik Software HB	Aug 5, 2009 10:07:26 PM	Aug 5, 2009 10:17:33 PM	00:10:07	view only
admin	Payflex.500d7e2e00130200	tobias	00144f861555	Tobias Foretnik Software HB	Aug 5, 2009 8:30:40 PM	Aug 5, 2009 8:30:55 PM	00:00:15	access denied
admin	Payflex.500d7e2e00130200	tobias	00144f861555	Tobias Foretnik Software HB	Aug 5, 2009 8:28:37 PM	Aug 5, 2009 8:30:20 PM	00:01:43	full control
admin	pseudo.00144f861555	userABC	00144f861555	Tobias Foretnik Software HB	Aug 5, 2009 7:57:44 PM	Aug 5, 2009 8:05:06 PM	00:07:22	full control
admin	Payflex.5013432100130100	Artur Hallmann	00144f86183f		Jul 22, 2009 6:10:02 PM	Jul 22, 2009 6:14:06 PM	00:04:03	full control
admin	Payflex.500d7e2e00130200	tobias	00144f861555	Tobias Foretnik Software HB	Jul 22, 2009 6:08:13 PM	Jul 22, 2009 6:08:48 PM	00:00:35	full control

System benefits from the oraise enhancements: Role structure, mirroring and clear display in text fields

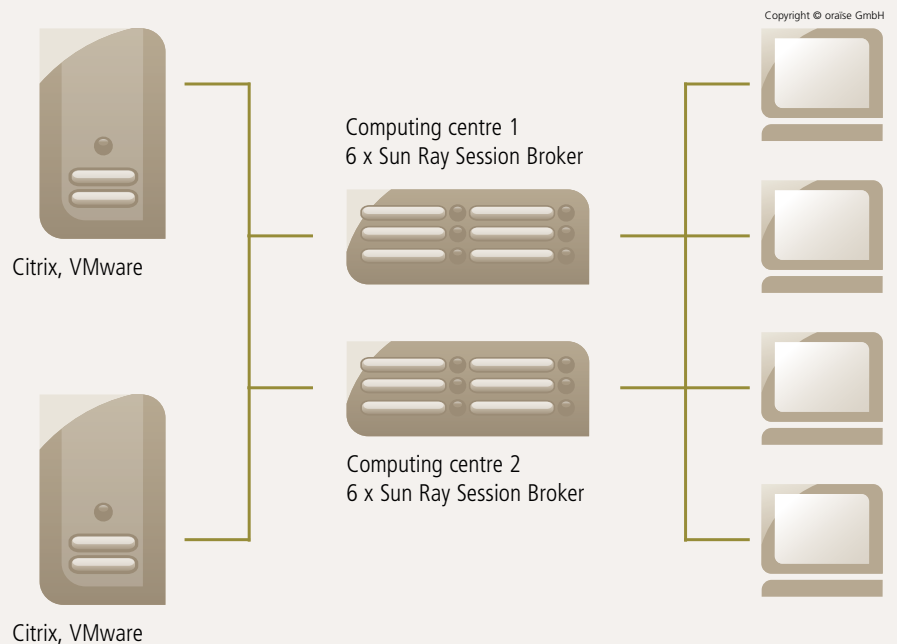
VERA is based on a role and rights structure: The session type, rights and properties are individually assigned to the user (token) in question via a smartcard. The advantage: Beginning immediately, tokens can be managed automatically and help desk staff members do not access the Sun Ray admin environment directly.

There is no restriction on the number of text fields that can be created; the restriction to a single text field has been removed. This makes it possible to integrate customer requirements and internal process requirements easily, flexibly and transparently at any time.

These oraise enhancements increase transparency, usability and security, and maintenance time is reduced considerably.

The product is installed on every Sun Ray server and can be used via a browser without being installed on the client.

Architecture



The advantages at a glance:

- Efficient modular help desk support tool for Sun Ray environments
 - Better service quality through simplified modeling of internal and customer-related requirements
 - Less work for administrators as user admin tasks can also be carried out by help desk staff
- Role and rights-based system: Enhanced user management of Sun Ray token management
- Dynamic, user-friendly interface
- Clear display in multiple text fields whose entries are in turn (optionally) summarized in a single text field
- Satisfies data protection requirements by providing transparent information about accesses and session status; no connection possible without end user approval
- More security and reduced error rates as users cannot access Sun Ray environment
- Operating systems: MS Windows, Linux, Solaris
- Integrate custom scripts and databases
- View only mode
- Copy to the clipboard

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