Login Enterprise Feature Spotlight

EUX Score

Providing insights into how users experience the virtual desktop environment and helping IT teams quickly find areas for improvement.

Login Enterprise's EUX Score metric measures the overall desktop environment performance from the end-user's perspective. It considers various factors such as response time, availability, and reliability to provide a holistic view of the user experience.

The EUX Score helps IT leaders and teams identify performance issues, optimize resource allocation, prioritize user experience, and evaluate vendor solutions. By benchmarking EUX Scores on an ongoing basis, IT administrators can ensure that their virtual desktop environments are providing the best possible performance and end-user experience.

Understanding the EUX Score

The EUX Score is a unique measurement that provides an accurate and realistic evaluation of user experience in virtualized or physical desktop environments. The score is based on wrapping timers representing system resource utilization and application responsiveness around typical worker operations, benchmarking the results, and applying a proprietary scoring algorithm. The results are then combined using a weighted average to produce an overall score between 1 and 10 that closely correlates with the real user experience.

This innovative approach sets the EUX Score apart from traditional benchmarking tools. It enables system administrators to make informed decisions regarding infrastructure configuration and performance optimization, ultimately improving user satisfaction and productivity.

Interpreting EUX Scores

In general, a score of 1 would indicate very poor user experience, while a score of 10 would indicate excellent user experience. Scores in between would indicate varying degrees of end-user satisfaction.

Based on our experience with customers, a score of 5.5 or below indicates poor performance and low user satisfaction. Conversely, a score above 5.5 is average, while anything above 7.5 reflects a high-performance environment with happy and productive users.

To accurately interpret and leverage the EUX score, there are two critical factors. It's important to consider the specific workload components that were evaluated to determine the score. The EUX Score can be tuned for different user personas to generate results that stress performance characteristics unique to that population. Second, is maintaining consistency in your scoring model to ensure repeatable and comparable results.

Going Deeper with Root Cause Analysis

The EUX Score goes beyond user experience benchmarking by capturing low-level benchmarks on CPU, memory, and disk resources, which are often the root cause of poor performance. Login Enterprise exposes those results so that administrators can gain valuable insights into which aspect of their systems requires improvement to achieve better results.

EUX Score Practical Applications

Here are a few ways in which the EUX Score improves desktop environments:

Identifying Performance Issues

By monitoring the EUX Score, IT teams can quickly identify areas of the environment that are under-performing and take corrective action. For example, if the EUX Score indicates slow response times, IT teams can investigate the cause and implement measures to improve performance.

Optimizing Capacity

EUX Scores help IT administrators understand how their virtual desktop environment performs under different loads. By analyzing the EUX Score over time, administrators can optimize user density to ensure that the virtual desktop environment meets expectations.

Evaluating Vendor Solutions

When evaluating different virtual or physical desktop solutions, the EUX Score is a useful tool for comparing different vendors. Using a consistent benchmark, IT teams can quickly and reliably compare each vendor's solution and determine the ideal cost per user at a defined acceptable user experience.
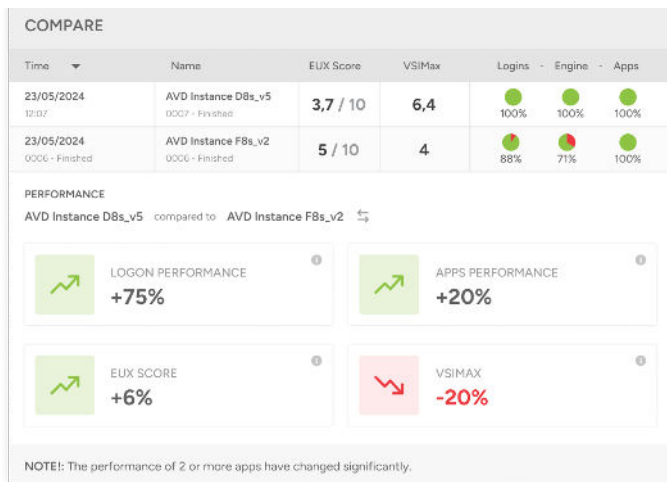

Gain insights into which vendors or VM instances provide the best end-user experience.

Optimizing Configurations

EUX Scores help IT teams identify areas where the virtual desktop environment can be optimized. For example, they can identify which applications or workloads are causing performance issues, and configure the environment accordingly.

Tracking Performance Trends

IT teams can identify trends in performance by monitoring the EUX Score over time, and make informed decisions about capacity planning, upgrades, or changes to the virtual desktop environment. This can help avoid performance issues in the future and ensure that the virtual desktop environment is always performing optimally.
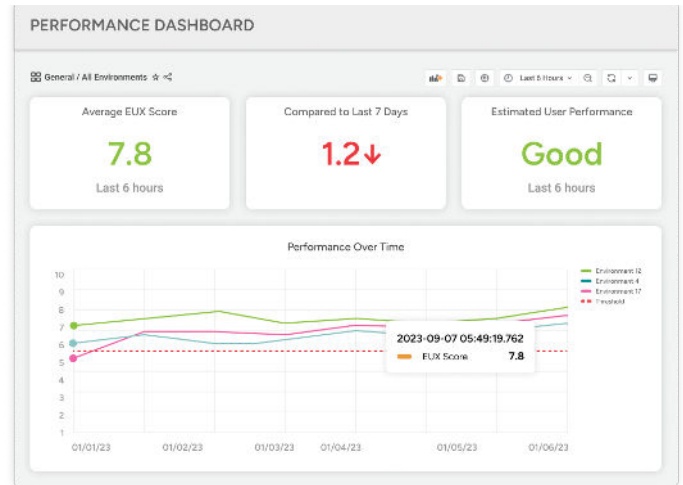
Identify trends in performance and make informed decisions about capacity planning, upgrades, or environmental changes.

Prioritizing User Experience

By setting a target EUX Score, IT administrators can focus their efforts on improving the end-user experience and ensuring the virtual desktop environment meets the needs of their users.

Aligning IT with Business Objectives

The EUX Score allows IT teams to align their efforts with business objectives. By ensuring that the virtual desktop environment performs well, IT teams can improve business productivity, reduce downtime, and increase user adoption of new technologies.

Measuring ROI

EUX Scores help IT teams measure the ROI of their virtual desktop environment. By tracking the EUX Score before and after implementing changes, IT teams can determine whether the changes have had a positive impact on end-user satisfaction and productivity.

Ready to Begin Your Journey?

Learn how **Login Enterprise** can be your competitive advantage. Request a **live demo** of the Login Enterprise Platform or **get in touch** with the Login VSI team today.