



CITRIX
REVOLUTION

The Citrix Revolution is here!

“Revolutionising Your Citrix Performance.”

By Open Reality Ltd

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Introduction

If you need to improve the performance of your Citrix assets or want to fully understand the scope of the Citrix solutions portfolio and how it will help you achieve your business goals, this guide has been written for you.

Throughout, we provide the information you need when planning to virtualise and centralise the management of your organisation's Windows apps and desktops.

Divided into five sections it answers the eight most frequently asked questions by those wanting to revolutionise their Citrix investments.

It is vital to remember that Citrix is just a technology. Great application performance is reliant on good design, and the implementation and management of its solutions.

Managed well, Citrix will provide users with the very best mobility, collaboration, optimisation and virtual desktop experiences possible.

What Makes BrightCloud a Citrix Authority?



BrightCloud, the Cloud services arm of Open Reality, has been working with Citrix and its solutions since 1997. It is a Citrix Gold Partner (Solution Advisor) and Citrix Service Provider Partner, one of only a few UK IT partners to hold this status.

Gold status was awarded because our experts' have consistently matched customers' business needs with Citrix solutions and then made these work – well – for all businesses from SMEs and charities to large multi-site businesses and NHS networks.

Our own infrastructure and Cloud services businesses are powered by the Citrix platform. The success of these confirms our qualifications as an expert Citrix user and solution provider, as do the many hundreds of happy IT teams who rely on our knowledge and experience, not just with Citrix, but also network and app performance.

Citrix NetScaler, a jewel in the Citrix crown.

Go to page 14 to find out why it is more than just a load balancer.

Shared Citrix Concerns

Lots of IT professionals fail to realise the scope of Citrix solutions. Many more struggle to consistently achieve good performance. We know this, because we speak daily with IT and operations teams who all share the same fundamental questions and concerns.

We have no doubt that many more organisations are failing to achieve the benefits that good application performance brings and that can be realised by reviewing and making simple periodic revisions to their Citrix investment.

The 8 Top Citrix Concerns

People are increasingly mobile and want access to applications and their desktop from wherever and whenever they want.

This culture change has put increasing pressure on IT teams and made IT complex and costly to manage. These teams need to make measurable reductions in IT admin costs and increase the speed at which new users can be on-boarded. They also need to increase the productivity of users and measure these improvements.

- ✓ How can I improve overall Citrix performance?
- ✓ Can Citrix really support my mobility needs?
- ✓ Is BYOD really a viable option?
- ✓ What is the best path to VDI for my organisation?
- ✓ Can Citrix support my Cloud strategy
- ✓ Does Citrix improve WAN application performance
- ✓ Can collaboration and data sharing ever be truly secure?
- ✓ When and why should I upgrade my Citrix farm – if at all?

Why Should you Continue to Invest in Citrix?

Citrix is a world leader. For over 25 years, it has expertly acquired other innovative IT companies to build an unrivalled, integrated set of solutions to securely deliver apps, desktops, data and services to any device on any network or Cloud.

Citrix Users Tell Us - Application Performance Can Be Disappointing

Citrix can be slow and application delivery to users inconsistent. While annoying, this frustration is rarely significant enough to demand change and the trend is for users to “live with it”.

Intermittent slows are frustrating and the root cause is often hard to identify and therefore rarely resolved. As a result, poor performance becomes the accepted norm and the reputation of Citrix and the managing IT team becomes tarnished.

This reputation makes it hard to convince budget holders to sign-off continued investment in Citrix, resulting in delays in best practice upgrades and vital patches, so over time performance issues become greater and harder to resolve.

The solution is to introduce better monitoring and management, combined with a proactive view of the impact these changes will have.

The root cause analysis we lead with when working with IT teams identifies the issues and modifications required, for example, the addition of new apps including graphics intensive apps, hardware, upgrades, patches and changes to access, all of which can cause performance issues.

Application Performance – The BrightCloud Review



There is no reason for any business to suffer poor Citrix performance and interestingly, Citrix is rarely the cause. There are usually other factors, such as network, storage and database performance that need to be improved.

Therefore diagnosing the *actual* cause – not the presumed cause - is vital. To do this fast and effectively, BrightCloud has created the ultimate diagnostic toolkit for application and network performance analysis. These tools can be implemented for you to use in-house or as a managed service delivered by our team of experts.

Once any remedial work has been completed and performance visibly improved there is the option to continue to work in partnership to maintain performance excellence for your users.

Application Performance – Tips from the Experts

- ✓ **Establish if the issue is with Citrix or if it lies elsewhere?** There may be a problem with the WAN, storage or database. For example slow Exchange servers can make Citrix appear slow as can the performance of your network environment, e.g. AD or DNS.
- ✓ **Consider session reliability to improve the overall user experience.** This is highly recommended when the WAN is reliable or suffers the occasional glitch, BUT should not be used if there are consistent WAN connectivity problems, because it will mask these.
- ✓ **Optimise the ICA/SR user session according to their network profile.** Out of the box is just a start. There are a variety of settings that will improve performance and many sources of information for optimising XenApp 6.5 at <http://support.citrix.com/article/CTX131577>
- ✓ It is also vital to **lock down the operating system and configure AV** correctly for a Citrix environment.
- ✓ Don't be tempted to over commit CPU/Memory on the hosts when running XenApp or Desktop. In the virtual world this will impact user experience. We recommend that **1.8vCPU/CPU is the most** you should try.
- ✓ Finally, start using **Citrix Profile Manager**. This is now bundled and will greatly reduce profile size and speed up login times.

Follow these links for supporting information

<http://support.citrix.com/article/CTX131577>

<http://www.microsoft.com/en-us/download/confirmation.aspx?id=12117>

<http://support.citrix.com/article/CTX127030>

<http://support.microsoft.com/kb/822158>

Mobility Without Risk – What People tell us they Need

Whether it's BYOD or a device provided by an employer, the use of mobile devices at work is fast becoming the norm - even if not supported by a company usage policy!

This laissez faire attitude means there are great pressures on IT teams to deliver and support secure mobile applications, as is the speed of mobile device development and the fact that a "one size fits all" approach is not an option.

Different users have different needs and to add to the complexity of this, most have no idea what access and apps they need to perform well. It is no longer as simple as provisioning Mobile Device Management (MDM).

Common questions:

- ✓ How should we decide what apps and access an employee has based on role, requirement and budget available?
- ✓ How can we make this flexible enough to adapt to necessary change, even temporary, but still maintain control and security?
- ✓ How can we make this easy to support, scale, deploy and change?
- ✓ How can we ensure great user performance even when offline?

Mobility Without risk – Citrix Ticks Every box

Mobile Device Management (MDM) is no longer a standalone option. A comprehensive mobility strategy is vital, one that includes MDM, Mobile Applications Management (MAM), local data, local apps, collaboration and modular security.

These tools must be easy for users to use and all users **MUST** have extensive training or they will look for alternative, less secure and impossible to manageable ways to work. If this happens, you will lose control of corporate devices, the network and bandwidth capacity.

Few realise that Citrix is the only vendor to provide and centrally deliver leading MDM, MAM, collaboration, file-sharing and secure access solutions, ticking every mobile applications, security, data, collaboration and mobility delivery box you have!

Mobility Without Risk – The Citrix Solution



XenMobile is unrivalled for device management (personal and corporate), access to corporate desktop applications (from any device) and secure local apps with secure data.

Add to this XenDesktop, NetScaler, ShareFile and Cloud apps and you have user mobility gold!

Mobility Without Risk – Tips from the Experts

- ✓ **You don't have to manage a device to manage the data on that device.** You need to control where the corporate data ends up, whether this is on a **controlled device** or **controlled data** on a non corporate device.
- ✓ Worx Apps provides encrypted “corporate containers” native to the mobile device and local to the user so you don't need MDM.
- ✓ MDM is not always an ideal solution in a fully mobile world, but it **may be necessary to meet corporate compliance mandates if the device is a corporate asset.**
- ✓ **Mobility** gives users choice and makes businesses agile. Together this makes for a happy workforce and operational success.
- ✓ **The right app, on the right device, at the right time is vital.** The ability to access any app from any device is brilliant, but it's no longer enough!

Users need apps that are guaranteed access to the data they need, when they need it. They might need a native email client on their phone, but not their entire desktop or the option to edit a Word document on their iPad while on a plane without the need to login.

- ✓ **Beware of Shadow IT.** If you don't provide an EASY solution your employees WILL find a consumer app and use this. You will lose control and compliance and security will fail!
- ✓ **The solution is there. You simply need to define what you need.** Citrix has the industry's most complete integrated portfolio of mobility solutions. It combines remote Cloud apps with local secure apps to provide you with a highly flexible and totally mobile workflow solution.

DID YOU KNOW?: If you are a XenDesktop Platinum licence holder you have Citrix MDM as standard and could already achieve many of your objectives for FREE!

Collaboration, Sharing and Secure Data

The greatest risks surround collaboration and sharing. Despite knowing that Dropbox is high risk and provides no security, many businesses still use it to share highly confidential documents.

This is not because people are not aware of the implications of using consumer apps for corporate data, consumer apps, like Dropbox and similar, are easy to use and the temptation of a fast solution is too tempting.

If you fail to provide a solution or deliver one that is too complex, you will have “shadow IT” and lose control of data and file versions and run the risk of performance and security failures.

Responding to Your Collaboration Questions:

- ✓ How can users share files and collaborate as if they were in the office?
- ✓ How can files be opened and protected securely on a mobile device?
- ✓ How can information be saved and shared, meetings scheduled and people work efficiently within the control boundaries of corporate IT governance?

Citrix's Answer to Your Collaboration Needs



Collaboration is increasingly common and businesses are proven to be much more efficient if they can share central access to files internally and with partners.

Our advice is to do it right or not at all. The path to secure collaboration is easy, most people just don't realise it.

Collaboration with Citrix is EASY and highly SECURE! XenMobile comes with its own integrated, highly credible and secure collaboration tool, ShareFile.

ShareFile is great. It lets your data follow you. Files can be opened, edited and changes saved on any device protected by Citrix security. Additional collaboration services are also available as Citrix Cloud services and each integrates seamlessly with your virtual desktop and your mobile device.

Collaboration - Top Tech Tips from the Experts



Make collaboration simple when you're mobile. Without the right tools it can be complex.

Citrix developed Worx Applications to link Cloud services, email, documents and collaboration tools. The only barrier to mobile collaboration success is the right training for users – and this too is easy to do!

- ✓ **ShareFile** is a flexible and scalable way to share files internally and externally. We use it ourselves to provide access to documents securely while people are on the move.

It is as easy, if not easier than Dropbox and does not create the performance and security problems “consumer apps” do. You only pay for internal licenses so you can collaborate with as many Partners and Customers as you like for FREE!

With Outlook integration you can set policies so that any file in an email larger than a set size will be replaced with a ShareFile link. This guarantees it won't be blocked at the ISP and saves space in Exchange, therefore reducing Exchange backup size and time.

As well as storing or sending large files you can request them. For example, if someone needs to send you a large file, but they don't have ShareFile, you can send them a request link. This provides them with an upload utility.

- ✓ **Reduce your reliance on emails** as a collaborative tool. **Podio** is ideal for shared workspaces and projects. Information can be shared internally and externally and authorised users informed and everyone kept on track. You have the option to share information in separate groups and then join to a larger project.

You only pay for internal licenses, making it FREE to collaborate with as many partners and customers as you need to.

- ✓ **Build your own, easy-to-use, custom Podio Collaboration App.** This is as easy to do as creating a form in Word. You can also choose from hundreds of free Apps on the Podio App Market.

- ✓ **Virtual meetings** can be hosted on **GotoMeeting**. We use this all the time to ensure projects are kept on track and to eliminate unnecessary travel. Good communication is key to business success and GotoMeeting makes communication easy.

Virtual Desktop Infrastructure Migration – Companies want VDI Guidance



Remote workers need application access from anywhere and on any device according to the businesses we talk to.

Developments in networking have reached a point where it's now viable to consider the central delivery of apps to a distributed user population and this opens up the need for a virtual desktop infrastructure.

Many of the IT teams we speak to believe that VDI is the natural next step to follow server virtualisation, but they're often concerned as to which hypervisor offers the best performance platform for a VDI solution.

Lots also struggle to see the difference between Server Hosted Shared Desktop and Hosted Virtual Desktop (VDI) and which is right for their environment. The answer is simple – Citrix does both!

Whilst VMWare is catching up, it's still a long way behind and Citrix is continuing to drive the functionality.

A major concern is that they're not "VDI ready", that their infrastructure won't support a virtual desktop environment, they're not sure what type of Desktop Virtualisation is right for them and then how to select the best hardware or virtual platform to install it on!

There is no single answer!

VDI should be set up to meet the user's needs and to achieve corporate objectives.

Therefore, a sound business case is essential and we're seeing more and more business cases being created as organisations strive to keep employees happy, productive, and mobile making their businesses more competitive.

Virtual Desktop Infrastructure Migration – Expert Advice from BrightCloud

As is standard with any IT project, the golden rule is to assume nothing. With VDI it is vital to start from scratch.

If you consider these three vital elements you will be off to a very good start

Application performance can only be achieved if you understand your user groups and assess the apps they need, from which location and how and what they need these for, through analysis and testing.

This will help you decide on the type of VDI to implement and how you can optimise users' performance with this option. Consider the need for mobility and how to best deploy other Citrix solutions to aid mobile working and collaboration (see tips below).

Hardware optimisation is important if you need to keep costs down and ensure good user experiences. Choosing the correct hardware and hypervisor is imperative, but storage and any network optimisation technologies are equally important.

Tricky Applications are always a challenge and must be factored into testing when moving to VDI.

Pick and mix options comprising of a server shared infrastructure and a virtual desktop infrastructure are also a consideration (see below).

Just do it! With the right advice, VDI projects are not a challenge and we often find that customers who pondered over the business case, once implemented, overwhelmingly say they wished they had done it sooner!

VDI Tips from Our Consultants

- ✓ **Be more hardware efficient. Server Hosted Shared Desktop (XenApp) is a Citrix layer on top** of terminal services to provide a shared resource environment.

This means parts of apps can be shared and need only run once. For example, if 20 users are running MS Office, parts of the app are shared in memory (the DLL's) and only required once for all users. This is highly efficient and greatly reduces the cost of supporting general users.

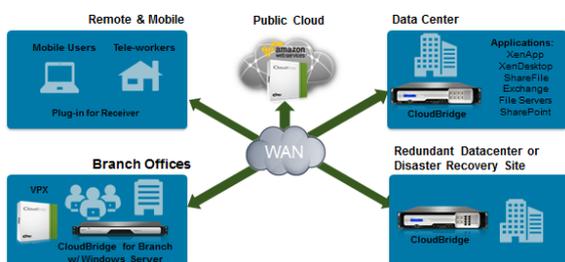
- ✓ **Identify the power users. They're not good for a shared environment!** These include those using intense graphics packages, huge local apps, unique tools or software developers.

These client apps are better suited to VDI environments that guarantee resource to that one operating system – BUT you need intense hardware power if you have lots of users on this platform.

- ✓ **Be aware of legacy 16bit or 32 bit apps.** Use **AppDNA** to check compatibility of your apps before you even plan your Citrix solution.
- ✓ **Business travellers and frequent offline users** are best served their apps via **XenClient** and VDI.
- ✓ **Put all you can into Hosted Shared Desktop** and deploy VDI for the use cases you've identified. This greatly reduces the hardware costs of the solution. We know this from our own experience. We achieve great economies of scale in our Cloud.
- ✓ **Minimise your storage performance limitations.** VDI (XenDesktop) PVS RAM Cache will reduce the load on your backend storage and minimise the need for expensive high performance storage just for VDI.
- ✓ **Give your environment high availability.** Use NetScalers to load balance access to resilient Storefront servers and provide resilience in a single datacentre. NetScaler GSLB (Global Server Load Balancing) will ensure resilience between datacentres, even internationally for the larger enterprise.

WAN Optimisation and Cloud Applications in a VDI – Do They Work?

Optimize App Delivery with CloudBridge



IT teams tell us that major performance improvements can be achieved using WAN optimisation technology, particularly packet shaping and local data caching.

The barrier to achieving this is that they are not sure how to do this in a Citrix deployment (or heterogeneous environment that includes Citrix).

The common concern is the need to ‘break’ Citrix to use a third party WAN accelerator, such as Riverbed. Citrix then ends its support and you’re potentially left with an unsupported, mission critical application!

Cloud options, such as Salesforce or Office 365, bring their own queries. Can they be optimised to improve performance and is this a good idea if you have a Citrix Strategy?

WAN Optimisation and Cloud Apps – BrightCloud’s Expert Advice



Citrix **NetScaler**

Few realise that Citrix has its own built-in WAN optimisation technology, **NetScaler**.

NetScaler is far more than a remote access gateway or load balancer. It is one of the top performing optimisation and security appliances in the world.

NetScaler sits, unrivalled, in the very top right-hand corner of the Gartner Magic Quadrant. It provides complete application protection, load balancing, security and vital visibility.

Its completeness **eliminates the cost and complexities** of managing multiple appliances for processes that can be done with a single tool.

Citrix also offers you a solution / appliance called **CloudBridge**. This caches local copies of standard files, allowing you to improve the performance of Cloud delivered applications to the Citrix Virtual Desktop.



CloudBridge also shapes the network and Citrix traffic, prioritising critical applications and restricting the bandwidth hungry but non-critical apps to improve general performance and reduce the need for more bandwidth.

WAN Optimisation & Cloud Apps – Expert Tips From BrightCloud

People are often confused between bandwidth and the need for WAN optimisation. WAN optimisation is not just for low bandwidth environments!

- ✓ The right tool **will deliver increased performance and bandwidth reduction** when doing typical tasks within XenApp / XenDesktop when running over WAN links (variances on available bandwidth and latency).
- ✓ All services delivered to branch offices and mobile users including desktops, applications and multimedia can be optimised. Service-centric optimisation simplifies the way organisations assess network usage
- ✓ You can **accelerate any application**, including file transfers, e-mail, SSL, ERP, CRM, CAD, data backup and replication and prioritise mission-critical traffic. This makes your environment more scalable and users happier with performance.

- ✓ You can achieve **fantastic performance improvements by caching and optimising ICA** and storing streamed application packages on Branch Repeater appliances in branch offices.
- ✓ Accelerate web applications and WAN traffic to improve application response times and reduce user waiting from **seconds to milliseconds**.
- ✓ Installing physical Branch Repeater / Cloud Bridge is a fairly straightforward process.
- ✓ Virtual Repeater / Cloud Bridge placement and configuration **can be a complex process**.
- ✓ CloudBridge allows you to easily span VLANS across VPN's and / or other routed networks. This simplifies the migration of devices to other DC / sites and / or provides multi-site redundancy **with minimal effort**.
- ✓ **You can borrow WAN emulation devices** from Open Reality to **fully test and prove the concept** of WAN optimisation before you make any investment.
- ✓ ALL WAN OP solutions are available as a MANAGED SERVICE from BrightCloud.

TOP TIP: You get a lot of these technologies bundled FREE with Citrix core products so use them!

Creating the Case for Citrix Upgrades - Risk vs. Cost Analysis



There are many mobile workforces 'supported' by end-of-life Citrix apps that have long since been superseded.

As a result, the mobile user experience is often poor, which leads to helpdesk calls and general dissatisfaction with Citrix.

Feedback from Citrix users we're called in to support have usually let the upgrade process slip because they see the upgrade process as a minefield and they don't have the knowledge or confidence to proceed.

Which version? What technologies, such as NetScaler should be added?

None of this is made easy with Citrix' propensity to rename its technology!

The questions we're frequently asked include:

- ✓ Should we take a small step to a like-for-like upgrade or a major leap to take strategic advantage of new technologies now available?
- ✓ Will performance increase significantly?
- ✓ What additional functionality will we get from an upgrade and is this worth the money?
- ✓ What alternatives are there on the market?
- ✓ What risks are we taking e.g. impact on our extended IT environment?
- ✓ Should we just bury our heads in the sand?!

Citrix Upgrade – The BrightCloud Approach



There is no one-size-fits-all approach to upgrading Citrix.

The only definite is that sooner or later you will be forced to make a decision, because user productivity will be increasingly impacted.

It is vital that you at least have a planning process in place and a business and user case to build the upgrade strategy against.

There is no wrong decision. Whatever Citrix upgrade path you take will revolutionise your mobile workforce, the management there of and guarantee you, your users and the management team the best “mobile desktop” experience of any technologies out there.

In most upgrade cases, you can “kill two birds with one budget”! An upgrade will not just improve user performance; it will jump you ahead of your competitors in terms of mobility, collaboration and the productivity of users on the move.

For many organisations we manage this process, removing the burden of planning and delivering the project. For others, we provide consultancy on an “upgrade needs” basis. In both instances we review the requirements of the users within the organisation and then help determine the best upgrade path to be taken.

The one general rule we apply is that any organisation using “Presentation Server” must plan an upgrade path! This path must factor in the technologies that have evolved over its lifetime, such as mobility and include these in the decision making process.

Additionally, in the years since Presentation Server was at the fore so many additional and useful features have been bundled as standard into single Citrix solutions. This gives you far better value and return on your IT investments.

Upgrading – Top Tech Tips from the Experts



Don't upgrade just for the sake of it. Define first the productivity benefits that can be achieved and match these against the desired outcome.

This is best done in a workshop with people who've done this before and will take the time to understand your business and its requirements.

- ✓ **XenApp 6.5 doesn't go end of life until Aug 2016.** There are several features that have been introduced with 7.6 that are also available for 6.5.

There are some **reasons not to upgrade** including not wanting to change OS or not being able to use App-V for streaming. However, the reasons to upgrade include enhanced performance, scalability and user experience. The best approach here is to ask for expert opinion.

- ✓ **Build a parallel environment.** While Citrix can provide great tools for migration and upgrade, it's recommended to test all apps in the new farm and then migrate users over.

The old and new farms can be integrated at Web Interface or StoreFront to provide both sets of apps to users seamlessly. Upgrading to XenDesktop 7 from XenApp will definitely require a new build, because it is technically very different.

- ✓ **Have NetScalers and load balanced DDC & Storefronts.** This is best practice for XenDesktop 7. It gives you the option to upgrade minor versions without downtime.
- ✓ Watch out if deploying older Applications such as Office 2007, there can be graphics related **performance issues in XD7** which require an expert to enable "Legacy Graphics" in the policy.

Expert Tips

If you are running XenApp 6.5 do you have to upgrade?

No! 6.5 doesn't go end of life until Aug 2016, AND there are some features introduced with 7.6 which are also available for 6.5 such as:-

- PVS Storage performance
- Director – Help Desk Support and troubleshooting
- Enhanced Lync Support
- Enhanced Profile Management
- Updated HTML5 and Chrome Receivers
- New StoreFront support for smart cars and Folders

Reasons to stay on XA6.5

- Require Multi-Zone deployment
- No immediate OS change requirement
- Unable to move to App-V for app streaming
- New features from 7.6 available for 6.5 (see above)

Reasons to Upgrade

- Simpler and more scalable architecture (FMA in 7.6 vs IMA in 6.5)
- Support and Manage both hosted shared and VDI desktops in one tool
- Numerous other reasons – see graphic

Upgrade Options

- Co-Exist – install new 7.6 environment alongside 6.5 and merge apps into one store (using StoreFront or Web Interface)
- Migrate – if keeping Windows 2008R2 then migrate using the wizards (takes you from IMA to FMA painlessly)
- Rebuild – If moving to Windows 2012R2 build new (you can still migrate much of the farm configuration using the wizards, but App compatibility testing will need to be performed)
- For more info www.citrix.com/products/xenapp/tech-info/upgrade.html



Support and Cost of Ownership Control

While Citrix has been the leading mobility platform for 25 years, Citrix skills are still not common within many organisations.

For Citrix to be effective, as with any leadership technology, good training is essential and this training must be maintained and the now expert staff retained.

Citrix is continuing to evolve its technology offering and so the breadth of skills is only getting greater. For many companies, the cost of the training and then retaining these now valuable staff is high, often too high.

The BrightCloud Support Solution

The most effective option is to outsource the support to specialists. BrightCloud has the training, knowledge, in-house experience and relationship with Citrix to provide the most advanced pro- and reactive support services.

As one of only a handful of Citrix Gold Partners in Europe, BrightCloud is almost exclusive in the level of support and / or managed services that it provides across all Citrix technologies.

Many, many organisations trust their entire Citrix VDI, mobility, collaboration and optimisation to BrightCloud and each one testifies to having highly efficient and seamless mobility across their organisation.

Multiple support options are available. At one end of the scale BrightCloud offers advice as you need it, leaving your IT team to manage your Citrix farm in-house. At the other end of the support scale you can opt for a hassle free managed service (hosted on your own servers or on BrightCloud's Application Hosting Platform (AHP)).

The BrightCloud flexible support and managed services portfolio is modular and has been designed to augment your own team and make it easy for you to focus on your job while we make it our business to get the best performance from Citrix for you and your users.

Free Citrix Revolution Consultation for Existing Citrix Infrastructure Managers

Thank you for reading our Guide to the Citrix Revolution. I sincerely hope that it has been useful.

To complement this, we are offering a free, no obligation consultation for Citrix users with one of our Citrix specialists. To register for a consultation please visit www.openreality.co.uk/citrix-revolution. Via this consultation, we hope to help you understand better how you can use your existing Citrix investment and simplify the management of this for you while ensuring your users have the best mobile desktop experience available to them.

As a Citrix Gold Partner, we are proven to understand Citrix and its integration with other technologies to ensure the best mobile network and application performance. As a business, we are totally committed to Citrix, both as a partner and in the fact that our thriving business is built on the Citrix platform.

We have a community of happy customers, from SMEs to corporates, all of whom have been delighted with the level of service and support we have consistently delivered over many years. We are happy to support this statement with references and testimonials from customers and from Citrix.

I look forward to supporting you in anyway I can in the future.

Duncan Little, Managing Director, Open Reality & BrightCloud

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