

# IT4SME transforms Citrix Cloud services environment for Wiley



Since 1918, Wiley has carried out sophisticated construction projects around the world. Recently it realised it needed to better support its computer-aided drawing teams by enhancing its Citrix environment. The company saw cloud apps key to a more productive future. Wiley turned to its existing IT services partner and Citrix Service Provider, IT4SME, to tap into its extensive cloud knowledge base and reassuring 24/7 level of support.




## The Challenge

With design teams and their CAD machines located throughout Wiley's global offices, the Information Services team faced multiple challenges. The expensive machine fleet was aging, IT support tickets for hardware and software issues were increasing, and the focus remained on keeping machines running – and not greater productivity. Wiley needed better control over software updates. It also wanted to introduce new thin client devices that could underpin a secure remote working platform in the cloud. This it believed would significantly improve how people accessed its systems.

## The Solution

Based on a cloud strategy and guidance from IT4SME, Wiley moved from its capital-intensive network to a new consumption-based Citrix Cloud services environment. Wiley's Information Services Manager, Michael Eastwood developed a plan to securely and efficiently deliver cloud applications and desktops to remote users, reduce downtime and deliver a consistent user experience globally.

As IT4SME had already worked closely with Wiley for over three years and were well-placed to understand how Wiley's vision for cloud would deliver greater productivity aligned with the Citrix roadmap – it was the ideal fit. IT4SME rolled



**“With the Citrix Cloud services recommended and deployed by IT4SME, Wiley now benefits from decreased IT downtime, and this means greater productivity.”**

– Michael Eastwood, Information Services Manager, Wiley

out a Virtual Apps and Desktops service trial from Citrix Cloud into a remote office. Now design machines could be fixed overnight, shaving days from lost productivity problems of the past. That Virtual Apps and Desktop service trial was so successful that today Wiley relies on Citrix Cloud services across its global business. The timing was ideal as COVID-19 further accelerated digital transformation as staff moved to work from home. This saw Wiley substantially increase its consumption through the flexibility of Citrix licences, helping it to meet demand and support a fully remote and productive team.

### How Cloud helps IT teams focus on high-value tasks

Now with Citrix Virtual Apps and Desktop service from Citrix Cloud taking care of the delivery and management of the network, Wiley's Information Services team is focusing on further transformation for the team's device roadmap, overall productivity and security benchmarks. Chromebooks and IGEL thin Clients have replaced CAD machines and Wiley has reduced its equipment overheads while leveraging Citrix Endpoint Management services and security assurance. Eastwood's team only needs one master image for company-wide updates, saving time and re-deploying his team to higher-value tasks.

## The IT4SME approach

IT4SME has a three-plus-year understanding of how Wiley use technology to their advantage. Moving them to Citrix Cloud services has also paved the way for the company to trial Citrix Workspace. This option will further show how to create secure connections and flexible outcomes for Wiley.

Citrix Cloud services demonstrate:

- Citrix Cloud services simplify the delivery, management and security of Citrix technologies.
- Secure digital workspaces deploy across building sites in 60 minutes.
- Global application and desktop publishing encourages greater productivity.
- Citrix Cloud services create paperless networks and premium remote work environments.

## IT4SME and Citrix

IT4SME reputation as a relationship-led Citrix expert is based on our 24/7 commitment and attention to detail. We relied on our deep industry expertise to seamlessly recommend and rollout Citrix Cloud services for Wiley. As one of Citrix longest-serving Citrix Service Partners and early adopter of Citrix technologies, we could synchronise our understanding of Citrix and Wiley to achieve better rollout results.

## The Outcome

Establishing Citrix Cloud services has delivered impressive results for Wiley around the world:

- 1 INNOVATION**  
Today the Wiley team collaborates virtually with clients via Microsoft HoloLens mixed reality technology. Site inspections have taken on a new meaning with an immersive experience, helping to build relationships with clients in a new way and keep projects on time.
- 2 SECURITY**  
Citrix Cloud services provide Wiley with proactive real-time security protection. With the reassurance data is better protected, the Information Services team can now focus on delivering a broader security solution for its multi-device management program.
- 3 SCALABILITY**  
Wiley can now set someone up with a mobile device in 60 minutes. This helps the team better meet the operating demands of the construction sector and scale up and down as needed.
- 4 PRODUCTIVITY**  
The 99.9% Service Level Agreement of Citrix Cloud service availability means Wiley's global team is now powered by apps in the cloud and is always on. Citrix technology usage has increased at Wiley while it has enjoyed a significant uptime improvement for its highly qualified design and construction teams.
- 5 COST SAVING**  
Wiley now needs to pay for what it uses every month while it still enjoys enterprise quality Citrix technologies. This helps the team respond to the cyclical requirements of the construction sector. Moving to thin client devices has further reduced its capital expenditure requirements.