

Citrix solutions help Xceedance transition seamlessly to a work-from-home model

Xceedance was able to maintain business continuity despite lockdown conditions by leveraging Citrix solutions

Xceedance Technology Services is a digital-first services and solutions provider for front, middle, and back-office insurance operations. Its services span the entire insurance value chain and help businesses digitize as well as reinforce end-to-end processes and futureproof core operations. It primarily aids insurance organizations move up the digital maturity curve by leveraging established technology frameworks and tools. Combining innovation, technology, and industry domain knowledge, its services can be customized to meet the needs of insurers, reinsurers, brokers, and managing general agents/underwriters (MGAs/ MGUs) worldwide.

Today, it is a battle for survival in the wake of the global pandemic. Organizations are forced to come to terms with what is being touted as the 'new normal'. Needless to say, the coronavirus pandemic caused disruption globally, particularly to businesses, due to its volatility and unpredictability. Enterprises are having to adopt to new ways of working and make drastic changes to their workflows to ensure business continuity, timelines, and productivity. They have also been forced to discard old world views about how business and life need to work. In fact, they have been forced to take measures that they never thought they could.

Coming to terms with the new normal

Xceedance was one of the companies caught in the crossfire. Its biggest challenge was facilitating the work-from-home (WFH) model to maintain business continuity. There were many aspects associated with such a model. For example, providing suitable technology and devices, data, and application security.

“Previously, when an employee would ask to work from home for a few days, we preferred to give them leave rather than exercise the WFH option. But the pandemic left us with no choice but to let them work from anywhere. We used to wonder how this kind of working model would work. But our vision was clear right from the start: we wanted to do our best to create a work environment that was similar to the one that they were used to in the office. The difference being they would work from the confines of their homes,” says Pranav Trivedi, Vice President – IT Infrastructure (Managed & Shared Services) at Xceedance.



Industry

Technology Services

Location

USA

Citrix products

- Citrix Virtual Apps and Desktops

Key Benefits

- Seamless transition to remote working, 70% WFH for eligible employees
- Ease of collaboration, secure data, and file-sharing among employees
- Maintaining business continuity during lockdown

Ensuring smooth user experience during lockdown times

The other big challenge that the company was facing was user experience, particularly in view of the lockdown restrictions. The tech leader understood that it was much easier to create a favorable user experience in the office rather than from home. “Security is always taken care of in an organic manner since you are working in a closed atmosphere. But how do you create an environment on the phone, through the various tools and technologies?” adds Trivedi.

However, by combining innovation and technology, Xceedance was able to easily transition to a remote working model to meet the needs of its customers and resolve emerging business challenges.

Choosing Citrix as a preferred technology partner

Trivedi asserts that the company has been able to overcome the challenges.

“Citrix has proven to be a game-changer for Xceedance as far as facilitating remote work is concerned. It has enabled us to perform our day-to-day operations and helped us greatly in creating credibility and trust in front of our customers,” he says.

Trivedi points out that though there were other technology vendors that were available, Xceedance chose Citrix due to their long-standing relationship.

“My team and I have worked with Citrix in the past and it has been a tried and tested technology for us for many years. Our relationship with Citrix has been a steady one. We started small with 150-odd users. We did a pilot and by October 2021 we had deployed Citrix substantially. Since then, we have moved more than 500 users to it and are considering moving the other 300 by the end of the year,” he explains.

Speaking on the challenges faced during the implementation process, the tech leader explains that there were hurdles which are typical of any tech adoption. As with anything new, there were challenges, for example around user discomfort, interoperability, and staff training. Implementing a new tool can be a daunting task but there was no choice, he admits, and adds that the hurdles disappeared after the IT teams from the two companies sat together and ironed them out. Commenting on areas that needed improvement as far as Citrix solutions are concerned, Trivedi said that end-user experience and performance tends to struggle if the transaction size is large.

Asked to quantify the benefits accrued through the implementation of Citrix products, Trivedi says: “It’s difficult to quantify, but yes, we have saved a few dollars. For example, devices like thin clients have become cheaper for us than regular laptops.”

“We have been able to overcome several challenges thrown at us by the pandemic and were able to maintain business continuity by choosing Citrix. It has proven to be a game-changer for Xceedance as far as facilitating remote work is considered. It has enabled us to perform our day-to-day operations and helped us immensely in creating great credibility and trust in front of our customers.”

Pranav Trivedi, Vice President – IT Infrastructure (Managed & Shared Services), Xceedance

The road ahead for Citrix at Xceedance

As the company transitions to a cloud infrastructure, Trivedi exudes confidence that the company is planning to use Citrix for this digital transformation journey.

“Citrix is now part of our IT roadmap for the next two to three years. We would like to take almost every user to Citrix. Currently, the plan is to have 70% Citrix and 30% non-Citrix deployments going forward. We are increasing deployment at a rapid rate,” he adds.

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