

CONSULTING

Citrix Analytics Add-on

Manage app performance and proactively prevent security threats

SKU	DURATION
6000319	3 days

In order to maximize employee experience, you need a workspace that is intelligent enough to monitor factors that impact performance on a per user basis, no matter where they are or what device they're using. With the recent increase in the number of remote workers, understanding user experience is more important than ever for ensuring worker productivity. Citrix Analytics for Performance powered by artificial intelligence and machine learning can detect several factors impacting overall user experience including session responsiveness and network latency. Instead of waiting for an unhappy user to report poor performance, you can detect the problem early, get to root cause quickly, and start addressing it right away.

Optimized performance is of limited value without robust security. Modern IT architecture requires monitoring an extended security perimeter as well as granular understanding of user behavior. Also required, are actionable controls, which can automate the process removing or blocking specific devices or users who exceed a defined security threshold. Citrix Analytics for Security helps you take a proactive approach by integrating with the entire Citrix portfolio to uniquely protect each user, the workspace, and the network with easy to apply security policies, machine learning and artificial intelligence.

Current work environments are changing. The new normal will include a greater percentage of remote workers and flexible work environments. Citrix Analytics can help ensure your remote workers are able to stay productive and secure.



Boost the value of your Usage Accelerator Package with the Citrix Analytics Add-on:

The Citrix Analytics Add-on delivers preliminary configuration of your Citrix Performance and Security Analytics licenses. We'll work with your team to define performance thresholds and security requirements, then conduct a baseline configuration of the Citrix Analytics suite. We'll then perform knowledge transfer so your team can modify and tweak policies and parameters to cater to your evolving needs.

Project Scope

- **Start keeping an eye on what matters most. The performance and security of your Citrix environment:**

- We'll establish a solid foundation for Citrix Analytics, including:
 - Initial setup of Performance & Security Analytics including integration of Virtual Apps and Desktops Service, Workspace Service, and Gateway Service data sources
 - Review of User Experience Analytics data and suggested areas for improvement
 - Configuration of up to 5 custom policies and actions based on risk indicators in Security Analytics
 - We'll leave you with a solid working knowledge of how to update and modify additional parameters as the usage of your environment grows, and your needs change

Outcomes and Deliverables:

- **A functional Performance Analytics implementation, providing unrivaled visibility into app performance:**
 - Leverage real-time actionable insights with individual user experience scores so you can ensure a great employee experience on every app, every time
- **A working Security Analytics implementation, allowing you to assess, detect, and prevent risks in real time:**
 - Secure your employees, IT environment, and content with artificial intelligence
 - Pinpoint threats to your data with proactive visibility across your organization

- **Leverage a solid foundation to build for future needs:**

- Build on the foundation provided to you by our expert consultants, leveraging robust knowledge transfer and leading practices from decades of deployments just like yours

Assumptions and Pre-requisites:

- **Customer's responsibilities:**

- Appropriate resources will be part of the project team and available throughout the project duration to assist with tasks in the Scope section of this document
- Appropriate functional and technical resource(s) will be available throughout the project from onboarding for technical discussions, build/configuration assistance, knowledge transfer, status meetings, questions, and requests

- **Technical readiness to begin implementation:**

- Pre-existing Citrix Analytics product licenses for Security and Performance Analytics
- All required hardware, software and necessary licenses will be set up, configured and operational in the target environment
- All users in determined group currently have access to targeted systems and applications
- Dev/Test environments are available for testing prior to production rollout
- Administrative permissions are available to make any required configuration changes

Elective Add-On Services:

- Networking Add-on
- All-Access Learning Subscription
- Priority or Priority Plus Upgrade

NOTE: This add-on is only available for purchase in conjunction with Citrix Usage Accelerator Package. It is not available for purchase as a stand-alone offering.



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