

Citrix Workspace

Transforming how people work—maximizing employee experience by increasing productivity and engagement

Citrix Workspace is the future of work—it's a single, secure intelligent work platform that organizes, guides, and automates the most important information that people need. This speeds decision-making and collaboration in the context of work.

Organize

Employees navigate too much complexity—too many apps across different devices and platforms, too many passwords, and content in multiple locations. All of this can negatively impact the employee experience.

- Citrix Workspace streamlines workflows, serving as an interface between information in legacy systems, on-premises systems, and SaaS systems.
- Search capabilities allow users to search for relevant information across all files and apps.

Guide

Today's work environment is full of irrelevant notifications, sequentially sorted emails in overflowing inboxes, and numerous applications that require context switching.

- Citrix Workspace presents content seamlessly in an intelligent feed that enables employees to become more engaged with their work and less frustrated by complexity.
- Event-driven and user-initiated tasks that are personalized and relevant are delivered to users.
- Employees can collaborate anywhere, on any device, with tools such as Microsoft Teams.

Automate

Complex workflows between apps cause employees to spend too much time doing work that has little business value.

- Reducing the number of logins, clicks, and swipes simplifies workflows and leads to fewer support tickets for forgotten passwords.
- Citrix Workspace uses machine learning to streamline routine tasks and help users find the right information from their connected systems of record.
- Virtual assistance automates repetitive tasks for queries such as, "How many PTO days do I have?" or "What is the status of my PO?"

Citrix Workspace securely delivers at every layer of the workspace technology stack, including industry-leading solutions for endpoint management, content collaboration, access control, virtual apps and desktops, workspace intelligence, and analytics. This gives IT end-to-end visibility and control.

Feature Description	Essentials	Standard	Premium	Premium Plus
End-User Experience				
Unified experience with single sign-on to all application types and device form factors	•	•	•	•
Unified Admin Experience				
Single pane of glass for management and control of all entitled Workspace services	•	•	•	•
Unified Endpoint Management				
Device and OS management including iOS, Android, Win 10, macOS, Chrome OS, Citrix Ready workspace hub & IoT			•	•
Application management including MDX, Android Enterprise, Intune App Protection, KNOX, App Config, and more			•	•
Business-class productivity apps including email and browser			•	•
BYOD solution including MDM-independent MAM with no device agent requirements			•	•
Workspace Environment Management (WEM) extends UEM capabilities to Windows 7, 8.1, and 10 device types			•	•
Micro-VPN for complete application data encryption and isolation			•	•
Microsoft EMS/Intune integration for simplified Office 365 management			•	•
Mobile SaaS SSO for transparent access to all managed apps			•	•
Centrally configurable settings for Citrix Workspace experience across all operating systems and device types			•	•

Feature Description	Essentials	Standard	Premium	Premium Plus
Access Control				
Single sign-on to corporate web and SaaS applications without a VPN required	•	•	•	•
Multi-factor authentication with native one-time password	•	•	•	•
Support for multiple identity providers (Microsoft Azure Active Directory, Okta, etc.)	•	•	•	•
Security controls to protect intellectual property and increase control over user actions while accessing applications			•	•
Web filtering of whitelisted and blacklisted Internet URLs for compliance and protection from malicious content			•	•
Remote isolation of web browsing activities to protect network from browser-based attacks			•	•
App protection policies for protection from keyloggers and screen-capturing malware ^{1,2}			•	•
Contextual access policies ³	•	•	•	•

1. (For Premium only) Entitlement is App Protection for SaaS and web apps private tech preview.

2. (For Premium Plus) Customers with hybrid rights will receive App Protection for their on-premises CVAD and may participate in the private tech preview for SaaS and web apps. App Protection for CVAD Service is currently not supported, but customers will be auto-entitled when made generally available.

3. Requires additional Citrix Gateway

Feature Description	Essentials	Standard	Premium	Premium Plus
Content Collaboration				
Simplified access to all documents across physical devices, virtual apps, desktops, and networks; allows for secure sharing and collaboration on large, sensitive files with secure links accessed on any device inside or outside the organization		•	•	•
Storage flexibility for cloud or on-premises data with choice of unlimited Citrix-managed or customer-managed storage; enables unified access with Cloud Connectors to 3rd party cloud repositories such as Box, OneDrive, and G-Suite		•	•	•
Encryption of files and email content, both at rest and in motion, using 256-bit encryption; prevents unauthorized parties from reading data stored in files		•	•	•
Unified access with on-premises cloud connectors to data locations such as SharePoint sites or Network file shares			•	•
Information Rights Management (IRM) for an extra layer of security to file sharing; ensures content cannot be downloaded or is downloadable as a watermarked PDF only, protecting against the risk of unwanted screen captures			•	•
Single, transparent point of collaboration to centralize feedback and approval chains, including legally binding electronic signatures			•	•
Integrations such as Citrix Files for Outlook Plug-in to simplify secure file sharing for end users while creating savings on Exchange storage costs for IT			•	•

Feature Description	Essentials	Standard	Premium	Premium Plus
Virtual Apps and Desktops				
Ability to aggregate web and SaaS applications with on-premises StoreFront	•	•	•	•
Ability to aggregate existing on-premises virtual app and desktop deployments into the new Workspace experience (cloud)	•	•	•	•
Industry-leading virtual app and desktop solution for Windows and Linux				•
Full support for on-premises app and desktop workloads on any hypervisor, any public cloud-hosted workloads, or hybrid deployments				•
Centralized image management for streamlined operations and IT productivity				•
App Layering technology that simplifies application updates across any hypervisor or cloud with 99.5% application compatibility				•
Largest library of supported peripherals including printers, audio recorders, web cams, signature pads and more				•
High-definition user experience from any device, over any network, keeps users productive from anywhere				•
Advanced monitoring and analytics including proactive notification, alerts, and application probing to support site health				•
Unified communications optimization that delivers bandwidth-efficient, crystal clear voice, multimedia, and video				•
Advanced security controls that enable admins to dynamically record user sessions or watermark content for data loss prevention				•

Feature Description	Essentials	Standard	Premium	Premium Plus
Analytics				
Analytics features included with Citrix Workspace				
Basic usage metrics for Microapps, Content Collaboration, and SaaS & Web apps; includes active users, top domains accessed, top applications used, data download volume, and more	•	•	•	•
Analytics features available for purchase via add-on packages				
Security analytics with continuous user risk assessment to uncover and mitigate potential threats		•	•	•
Machine Learning (ML) models to compute user risk scores and categorize users by risk level (High, Medium, Low)		•	•	•
Sophisticated ML for tackling hard-to-uncover security threats to the business		•	•	•
Self-service search analytics		•	•	•
Ability to quantify user experience (UX) into simple-to-understand scores (Excellent, Fair, Poor)				•
Sophisticated ML for tackling hard-to-uncover performance bottlenecks				•
Fast root-cause analysis with powerful custom self-service search capabilities				•

Feature Description	Essentials	Standard	Premium	Premium Plus
Workspace intelligence				
Ability to allow end users to perform actions or gain insights from legacy, on-premises, and SaaS applications directly within their Citrix Workspace		•	•	•
Low-code tooling to customize and streamline user workflows and microapp creation		•	•	•
Out-of-the-box templates for microapp actions within popular SaaS applications		•	•	•
Microsoft Teams integration with Citrix Workspace intelligence		•	•	•



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