

# The definitive guide to the Citrix Digital Workspace



---

## Table of contents

<b>User experience and productivity</b>	<b>3</b>
Simplicity and consistency	3
Performance across constrained networks	4
Integration with Microsoft Office 365	5
File synchronization and content collaboration	5
<b>Cloud transformation and management</b>	<b>6</b>
Unified management	6
VDI platform support	6
Device support and application protection	6
User file access	7
<b>Security and compliance</b>	<b>7</b>
End-to-end security	7
Cloud application security	7
User behavior analytics	8
Cloud application security	8
<b>For more information</b>	<b>9</b>

---

## User experience and productivity

Use this guide to understand why Citrix Workspace delivers the solution your organization needs to best meet your business and IT needs. You'll get a closer look at how our features enhance:

- Employee engagement and productivity
- Cloud transformation and management
- Security and compliance

Key requirements	Citrix Workspace features
<b>Simplicity and consistency</b>	
<b>Sign in once for complete access all apps and data</b>	<p>Single sign-on (SSO) enables secure access to all user apps, desktops, and files. Here's how:</p> <ul style="list-style-type: none"><li>• It's supported across mobile, SaaS, and web apps leveraging Citrix Gateway service</li><li>• Configuration is available via Azure AD for Microsoft Store for Business apps and Office 365 apps, as well as corporate data for Microsoft Intune managed apps</li><li>• .EXE and .MSI files types can also be configured after install either through MDM App Configuration (ADMX) or via script</li></ul>
<b>Deliver a unified interface for everything teams need to accomplish work</b>	<p>Citrix Workspace app delivers:</p> <ul style="list-style-type: none"><li>• The world's first unified digital workspace for business, is a context-aware user front end that is accessible from all devices and aggregates user apps (e.g. SaaS, web, mobile), files, and multi-platform desktops integrated in a single screen</li><li>• Increased user productivity through intelligent, automated workflows</li><li>• Displays of users' most recently accessed items, their favorites, along with entire catalog across apps, desktops, and files</li><li>• Out of the box integration with SaaS vendors, such as Salesforce, SAP Ariba, G-Suite, Office 365, Oracle, Workday, 15Five, DocuSign, Marketo, Service Now, Slack, Adobe, Concur, Box, Dropbox, Tableau and others</li><li>• Supports access to a full range of apps, including: local, virtual, SaaS, web, mobile, Office 365, Linux, custom and line-of-business</li></ul>
<b>Seamless user access as they switch devices (e.g. moving from laptop to mobile phone)</b>	<ul style="list-style-type: none"><li>• Citrix Virtual Apps and Desktops users can freely switch between devices as they work with an active session that switches across different devices</li></ul>

[Go to Table of Contents](#) 

Key requirements	Citrix Workspace features
<p><b>Simplicity and consistency</b></p> <p><b>Ensure collaboration across all platform and file types regardless of where the file resides</b></p>	<p>User interface provides access to any type of file or storage location through Citrix Content Collaboration, including:</p> <ul style="list-style-type: none"> <li>• Microsoft OneDrive</li> <li>• OneDrive for Business</li> </ul> <p>Citrix files also has the ability to integrate with proxies specifically for storage zone controllers.</p>
<p><b>Performance across constrained networks</b></p> <p><b>Provide optimal access to available networks</b></p>	<p>Citrix SD-WAN solves complex routing with simplicity by providing optimal network connectivity between branch offices and their Citrix Workspace. It also:</p> <ul style="list-style-type: none"> <li>• Preserves the user experience over unreliable networks with Citrix HDX™, even for applications like Skype</li> <li>• Increases bandwidth by aggregating all available bandwidth into an active/active connection</li> <li>• Optimizes performance and tunes network policies with QoS</li> <li>• Ensures always-on connections for users with the highest quality experience — even for rich media and high-definition video</li> <li>• Can detect and classify its traffic and route it to the nearest Office 365 front door for the most optimal user experience if your workspace includes Office 365, Citrix SD-WAN</li> </ul> <p>The combination of Citrix SD-WAN and Workspace provides:</p> <ul style="list-style-type: none"> <li>• A better user experience for SaaS apps with direct breakout</li> <li>• Improved resiliency and faster failover in case of link degradation or outage</li> <li>• The ability to monitor and prioritize Citrix HDX traffic and sessions</li> </ul>
<p><b>Deliver a great user experience even with poor network conditions</b></p>	<p>With the addition of Citrix Application Delivery Controller (Citrix ADC), performance is improved by:</p> <ul style="list-style-type: none"> <li>• Accelerating encryption and decryption of SSL traffic</li> <li>• Caching of ADC content to be delivered directly from the ADC rather than having to process and retrieve from back end servers</li> <li>• Compression of content to reduce the number of round trips to retrieve data</li> <li>• Various TCP optimizations that can help the performance</li> </ul> <p>No matter how you deliver Citrix workloads to your users, Citrix ADC understands and supports it.</p>

Key requirements	Citrix Workspace features
Integration with Microsoft Office 0365	

**Works effortlessly with Microsoft EMS/Intune**

Citrix Workspace offers a unique mVPN and bridgeless integration with Microsoft EMS components Intune, Azure Active Directory and Azure Rights Management to deliver the best user experience and with high security.

- Exclusive to Citrix, the Citrix mVPN SDK is embedded in the Microsoft EMS SDK and the Intune Manager browser enabling single sign-on and secure end-to-end network connections for the browser and any non-Office 365 apps.
- The Microsoft EMS SDK is embedded in Citrix Secure Mail and Citrix Files allowing these apps to reside in the Intune App Protection container, enabling seamless interaction with Office 365 apps.

**Provides comprehensive access**

Citrix apps interact with Office 365 apps to work the way users expect.

- Mobile users can open Office 365 files attached to Citrix Secure Mail and seamlessly cut, copy, and paste into other mobile apps.
- Citrix Files supports any kind of storage - seamlessly with OneDrive/for Business and SharePoint/Online.
- Citrix file sync and sharing technology integrates with Microsoft Teams, which may be delivered through the Citrix Workspace app and as a virtual app.

**File Synchronization and Content Collaboration**

**Easily and securely share files and documents regardless of where the file is hosted**

Citrix Files allows users to collaborate securely, simply and more efficiently, regardless of location, device, or whether sharing documents with coworkers or external parties.

**Create workflows to streamline collaboration, editing, and approvals with legally binding E-signatures**

Power users can create custom workflows via a drag-and-drop wizard, with no development resources required to replicate paper forms. Citrix Files includes workflows for:

- Feedback and Approval
- Custom Workflows
- Forms

# Cloud transformation and management

Key requirements	Citrix Workspace features
<b>Unified Management</b>	
<b>Single administrative console to manage all functions</b>	<p>Digital workspaces may be deployed on premises or on public, private, or hybrid clouds — all managed through a single pane of glass.</p> <p>This administrative GUI is contextual, and GUI functionality is based on RBAC (Role Based Administration) roles and is different for these roles/users. Four roles are available by default: Administrator (full access), device user (enrollment and self-help portal only), Support (Remote support access only) and Device Provisioning (bulk provisioning).</p>
<b>VDI Platform Support</b>	
<b>Deliver a solution beyond VDI</b>	<p>A virtual desktop infrastructure can be hosted on any hypervisor, physical platform or cloud, including:</p> <ul style="list-style-type: none"><li>• Amazon Web Services</li><li>• Azure</li><li>• Google Cloud Platform</li><li>• Oracle</li></ul> <p>This allows companies to choose the most cost-effective platform to reduce their operational costs.</p>
<b>Device Support and Application Protection</b>	
<b>Offer range of devices and containerization options</b>	<p>Citrix Workspace supports any device OS, offers a choice of containerization mobile application management (MAM) and mobile device management platforms to maximize flexibility for protecting applications.</p> <p><b>Supported device operating systems (OS) include:</b></p> <ul style="list-style-type: none"><li>• iOS</li><li>• Windows 10 desktops and tablets</li><li>• Symbian devices</li><li>• Chrome OS</li><li>• Windows Phone</li><li>• Samsung SAFE and KNOX</li><li>• MacOS</li><li>• Windows Mobile/CE</li><li>• HTC</li><li>• tvOS</li><li>• Raspberry Pi platform</li><li>• Sony</li></ul> <p><b>MAM platform support includes:</b></p> <ul style="list-style-type: none"><li>• Citrix MAM leveraging our MDX technology</li><li>• Android for Enterprise</li><li>• Microsoft EMS/Intune</li><li>• Samsung KNOX</li><li>• iOS Managed App Configurations</li><li>• Windows Information Protection and the AppConfig Community</li></ul>

Key requirements	Citrix Workspace features
User File Access	

**Allow users to store their files wherever needed**

Citrix Content Collaboration allows users to:

- Store and access their files stored behind the firewall or on public/ private clouds such as Microsoft SharePoint or OneDrive
- Share, edit, and sync files, whether sharing with co-workers or external parties

## Security and compliance

End-to-End Security	
---------------------	--

**Secure the entire workspace**

The Citrix secure digital perimeter framework enables comprehensive, integrated workspace security that helps ensure compliance across a wide range of industry, national and local government mandates – including HIPAA, PCI, FIPS GDPR, SOX and more.

This framework also delivers network security and identity management / access control with single sign-on and multifactor authentication to protect both endpoints and data in the data center.

Key capabilities include:

- End-to-end visibility and user behavior analytics
- Secure browsing of all internet content
- User behavior analytics to detect anomalies and enforce security policies
- Cloud app control provides security policies for SaaS
- Web filtering allows IT control over user access to the Internet content

Cloud Application Security	
----------------------------	--

**Protect sensitive data during cloud interactions**

Security teams can block access to unsanctioned SaaS apps over the Internet and protect sensitive data from actions such as copy/paste/print or download.

**Safeguard against malware, data loss and user behavior**

A chromium-based, inbuilt-hardened browser protects against malware while the web filter controls website access to allowed domains and URLs. The distributed program link (DPL) capabilities include dynamic watermarking with user’s coordinates such as IP address/username etc.

Key requirements	Citrix Workspace features
User Behavior Analytics	

**Identify and manage internal and external threats**

Citrix Analytics uniquely aggregates and correlates user interaction with applications, devices, apps, networks, and files to proactively identify and manage internal and external threats.

Citrix Analytics is capable of gathering information from the following sources:

- Citrix Gateway for user authentication and subsequently geo Information, for e.g. unusual login activity.
- User file download/upload activity on Sharefile.com keeping DLP in mind such that sensitive information does not leave corporate environment. It is also capable of tracking file edits, sharing and delete activity.
- Citrix Endpoint Management helps enable device compliance and app posture (use of jailbroken, rooted or unmanaged devices, or blacklisted apps).
- Citrix Virtual Apps and Desktops are capable of initiating security features such as session recording, logoff user session and block specific apps for a given user.
- Citrix Workspace app provides client OS versions, mobile app launches, windows app usage and file download activity such as save to USB or print files.

All of the feature listed here related to user, device, and app usage is stored in a big data platform with triggers and actions that are available to administrators in case they need to adjust policy.

Citrix Analytics is also capable of enabling MFA authentication on a per user basis.

Cloud Application Security	
----------------------------	--

**Adjust security levels so user productivity is not negatively impacted**

Citrix Workspace supports a risk-based security model using machine learning to dynamically balance the needs of users to have rapid access to data with IT's need to secure and govern the environment.



---

For questions or more  
information, visit  
[citrix.com/workspace](https://citrix.com/workspace)



**Enterprise Sales**

North America | 800-424-8749

Worldwide | +1 408-790-8000

**Locations**

Corporate Headquarters | 851 Cypress Creek Road Fort Lauderdale, FL 33309, United States

Silicon Valley | 4988 Great America Parkway Santa Clara, CA 95054, United States

©2019 Citrix Systems, Inc. All rights reserved. Citrix, the Citrix logo, and other marks appearing herein are property of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered with the U.S. Patent and Trademark Office and in other countries. All other marks are the property of their respective owner(s).