

## Transition your legacy XenMobile on-premises deployment to a Citrix cloud deployment

By moving to XenMobile 10 in the Citrix Cloud, you will have a highly secure, capable, scalable and performant mobility platform to build upon. XenMobile Service is a cloud-based solution hosted and managed by Citrix. This means we take care of tasks like server updates and proactively monitoring all the infrastructure. We also manage XenMobile backup and disaster recovery and have SLAs for your XenMobile deployment.

**Citrix XenMobile Service** is a product service that offers a XenMobile enterprise mobility management (EMM) environment for managing apps and devices. XenMobile Service comes in three levels: Standard Service (MDM), Advanced Service (MAM) and Premium Service (MDM + MAM) which can be leveraged in different ways based on the need. With XenMobile Service, Citrix handles the configuration and maintenance of the infrastructure cloud instance through the Citrix Cloud Operations group. This separation lets you focus exclusively on the user experience and on managing devices, policies, and apps. XenMobile Service also replaces the need to purchase and manage licenses with a subscription fee.

Cloud Operations administrators handle maintenance and configuration associated with spinning up the environment and establishing network connectivity. Citrix Consulting Services can be engaged to provide integration of Citrix products like NetScaler, XenApp, XenDesktop, StoreFront, and ShareFile. The Cloud environment is hosted in public cloud datacenters (e.g. AWS, Azure) located throughout the world to deliver high performance, rapid response, and support.

**Citrix Cloud** (formerly Citrix Workspace Cloud) is a control plane to manage all Citrix technologies. This cloud-based approach means reduced infrastructure, centralized control and SaaS-style updates, contributing to lower administration cost and complexity. Get the best way to deliver a Citrix environment using any cloud or infrastructure of your choice!

### Why XenMobile Service from Citrix Cloud?

- Faster deployment - Hours instead of days.
- No upfront costs - Minimal to no infrastructure.
- Access to new features/bug fixes before on-premises deployments.
- Peace of mind - 99.9% uptime.
- No co-mingling of customer data with dedicated instances.
- Predictable budget.
- OpEx - Pay and get value as you go.
- No hard cut-over. Run your current XenMobile 9 system in parallel while transitioning to the cloud – and take up to 2 years to do this.
- Citrix Cloud Rapid Deployment team will help to ensure success with the transition.

And, Citrix offers very attractive transition pricing to preserve your investment in your current XenMobile 9 software.

### Changes and Enhancements

To bring XenMobile naming in line with other Citrix Cloud based services the following name changes have been made: XenMobile Cloud becomes XenMobile Service; MDM Edition becomes the Standard Service; Advanced Edition becomes the Advanced Service; and Enterprise Edition becomes the Premium Service.

While retaining the previous functionality, each XenMobile Service has additional features that weren't available for the XenMobile 9 On-premises Editions. Standard Service adds the redesigned Enterprise App Store and SmartAccess, and the Advanced and Premium Services add dual NetScaler 3000 VPXs and additional XenMobile Secure Apps. For the full list of features and capabilities for each service, see the [XenMobile datasheet](#) in the XenMobile resource library on [citrix.com](http://citrix.com).

The XenMobile Admin console has been redesigned to allow you to easily analyze, manage and configure your deployments; and the App Store has been redesigned for ease of use, continuing to provide a single unified Enterprise App Store where users can get all their apps delivered seamlessly, regardless of the device in use – iOS, MacOS, Android and Windows 10.

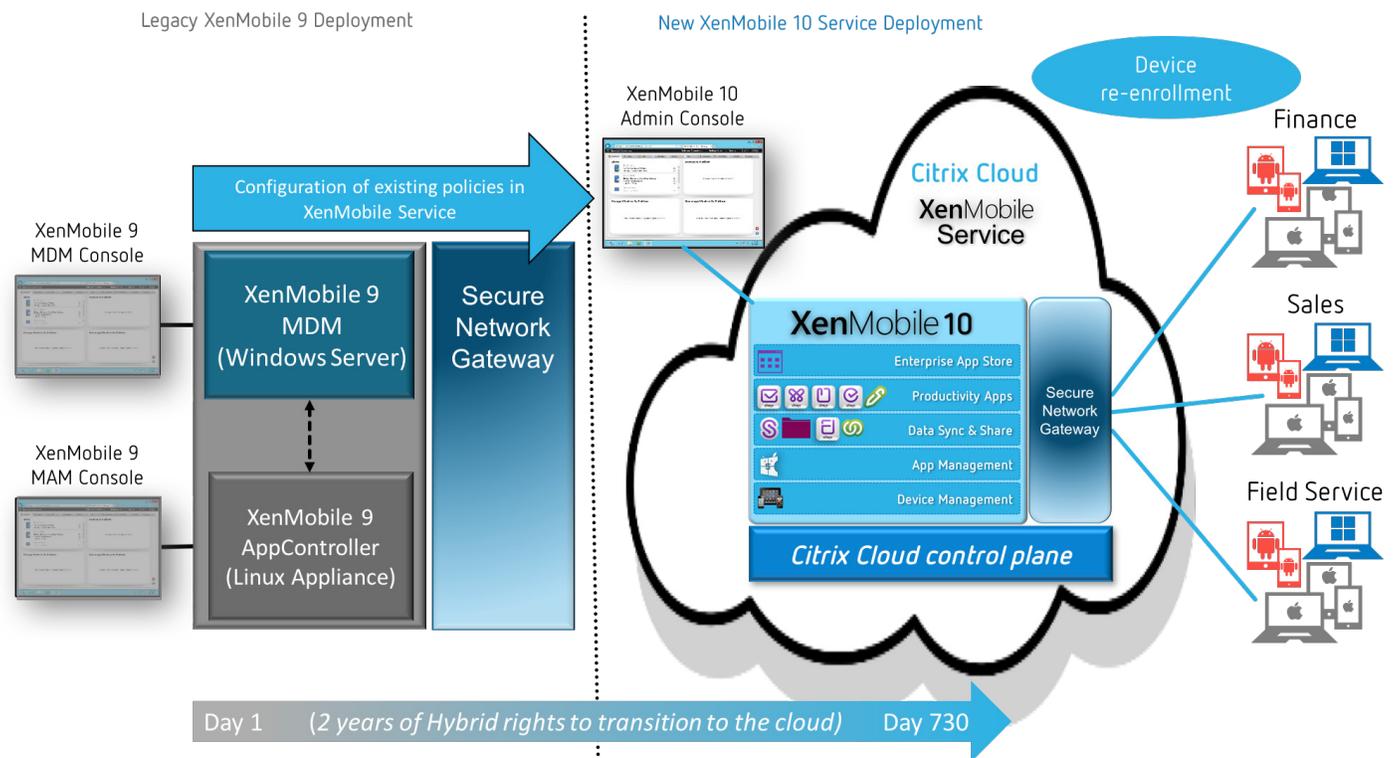
The next page covers the "How-to" for transitioning to XenMobile Service.

## Transition to Citrix Cloud with XenMobile Service

### Four transition steps to move from your on-premises XenMobile 9 system to XenMobile Service on Citrix Cloud

#### Step 1: Analyze existing XenMobile 9 on-premises deployment

- Analyze and document common customer use cases to confirm a XenMobile 10 cloud deployment meets your requirements.
- The QuickStart Citrix Consulting Service engagement (fee-based) will assess existing XenMobile 9 deployment to capture the current XenMobile 9 configuration, such as Settings, Policies, Apps and Devices types.
- Check and confirm that no XenMobile 9 “legacy” or retired features are used and required (e.g. Android and Windows CE Remote Support client).

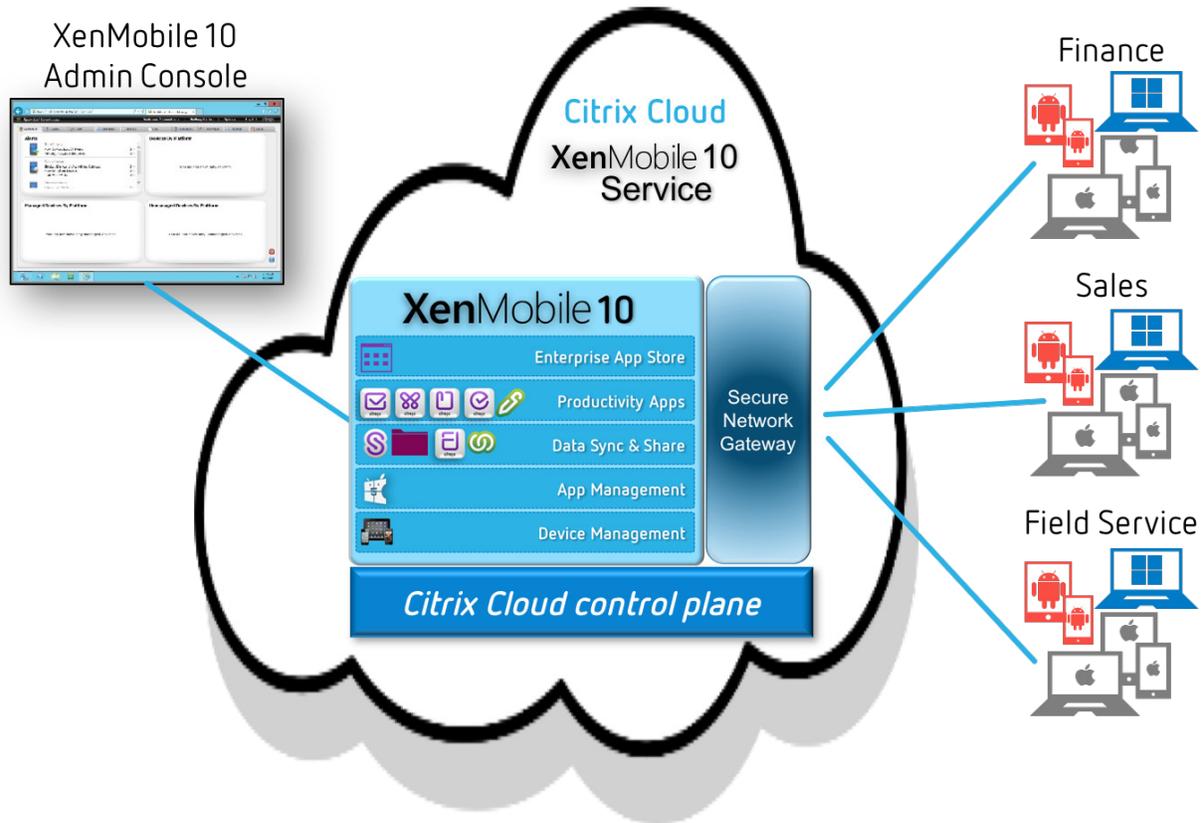


#### Step 2: Prepare XenMobile 10 cloud environment and transition plan

- Your new XenMobile 10 cloud server infrastructure is provisioned by Citrix – and runs in parallel with your existing XenMobile 9 deployment.
- Enterprise connectivity needs to be established between the XenMobile 10 cloud infrastructure and your data center – for authentication, etc.
- Participate in XenMobile 10 administration training and knowledge transfer.
- Identify configuration of existing XenMobile 9 settings, policies and apps in your new XenMobile 10 environment (part of fee-based QuickStart engagement).
- Prepare end-user communication and/or feedback.
- Define your XenMobile 9 to XenMobile 10 test user group(s), test plan and timing.
- Define your XenMobile 9 to XenMobile 10 production user group(s), and roll-out plan. This can be done in chunks as/if needed).

#### Step 3: Transition existing XenMobile 9 users to the XenMobile 10 cloud environment

- Prepare end-user communication for the XenMobile 9 to XenMobile 10 cloud transition.
  - Describe why you are moving to a new XenMobile 10 cloud-based infrastructure, and include information about end user benefits.
  - Provide device off-boarding information – as the XenMobile 10 cloud transition requires device re-enrollment.
  - Include device on-boarding details (e.g. step-by-step guides, on-boarding videos, etc.).
  - Provide information about “how to get help if needed.”
- Target your test user group for your XenMobile 9 to XenMobile 10 cloud transition, and collect feedback.
- Target your XenMobile 10 production group(s), and collect feedback.



#### Step 4: Retire XenMobile 9 on-premises environment

- Prepare and send out, your end user communication regarding your XenMobile 9 retirement schedule.
- Track XenMobile 9 usage to ensure you can help transition any missing XenMobile 9 end-users to XenMobile 10 cloud.
- Shutdown your XenMobile 9 on-premises deployment, but don't delete the environment yet.
- Monitor your XenMobile support queue for any additional XenMobile 9 support cases.
- Monitor your XenMobile support queue for any potential "missing" settings/features in your XenMobile 10 cloud deployment.
- Adjust XenMobile 10 configuration, if needed, to ensure end-user success with your new XenMobile 10 cloud environment.
- De-commission/delete the XenMobile 9 environment.

You can run your XenMobile 9 system in parallel with your XenMobile 10 Service for 2 years, which gives you plenty of time to transition your users to the cloud. At the end of 2 years though, you must rescind your XenMobile 9 licenses.

*And that's it. You are now in the Citrix Cloud with XenMobile Service.*

## System Requirements for Citrix XenMobile Service

### Components in Data Center for Citrix Cloud Connector

- NetScaler Gateway
- Exchange server
- Web apps
- Active Directory
- PKI
- Requirements:
  - An available subnet address for XenMobile Service network.
  - At least two Windows Server 2012 R2 or Windows Server 2016 machines joined to your Active Directory domain.

### Citrix Cloud Connector



### Summary

The Citrix XenMobile Service in Citrix Cloud is the ideal solution to help secure and manage mobile devices, apps and data with minimal infrastructure requirements. To learn more about how the XenMobile Service can give your users the freedom to experience work and life their way, contact your Citrix sales representative or visit us online at [www.citrix.com/cloud](http://www.citrix.com/cloud).



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