Citrix Gateway Service

Securely deliver SaaS, web, and virtual apps with single sign-on via a cloud service

Today’s end users require easy access to their web, cloud or SaaS applications across multiple devices and connections. By leveraging single sign-on (SSO) and multi-factor authentication, IT can drive productivity for their end users while maintaining a secure login process.

Overview

Citrix Gateway Service provides secure, simplified access to all the SaaS and on-premises deployed web apps IT makes available to their end users. Using Citrix Workspace, users can now access all of their applications from the same place, driving simplicity and productivity while adding security to the log-on process for IT.

Why customers choose Citrix Gateway Service

Single sign-on and remote access to SaaS and web apps

Citrix Gateway Service provides secure, remote access to all of your apps, whether they are SaaS or on-premises web apps. It supports SAML 2.0 for SaaS applications as well as any traditional mechanisms like form-based, Kerberos, and basic authentication for web applications. This enables users to log in to Citrix Workspace to get access to all of their applications.

Remote access to Citrix Virtual Apps & Desktops

Citrix Gateway, an HDX proxy cloud service, provides secure and remote access for users to the Citrix Virtual Apps and Desktops Service. As a cloud service, it provides the benefit of being simpler to install and configure than an on-premises appliance. Citrix Virtual Apps and Desktop Service will benefit from:

- Simplified management of Citrix Gateway with one-click configuration
- High-scalability, with the ability to add new users seamlessly
- Fast time-to-value, with no changes required in the DMZ and an alignment with the DevOps approach
- Tight integration with Citrix Virtual Apps and Desktops Service
- Subscription pricing, giving customers lower capital expenditure (CapEx)

Customers who purchased Citrix Virtual Apps and Desktops Service receive a Citrix Gateway Service entitlement that includes HDX proxy. Please note that features in the standalone Citrix Gateway Service differ from the features in the Citrix Gateway Service that is included with Citrix Virtual Apps and Desktops.
Multi-factor authentication

Citrix provides time-based, one-time passwords to add a second layer of authentication to your end users’ log-in process. This allows for extra security and prevents unauthorized access to your company’s confidential information. These passwords can be generated using the Citrix SSO app on any device following a user-friendly self-enrollment process.

For web applications, customers will install a lightweight Cloud Gateway connector that allows access to those applications that are deployed on-premises. These connectors allow complete failover in case a connector fails, across data centers. Please refer to our sizing and deployment guide for these connectors.

Global Point-of-Presence (PoP) locations

With nineteen global PoP locations, end users utilize the PoP location that will provide the best experience, regardless of where the Citrix Cloud control plane geo-selection or location of the applications being accessed to ensure the best experience. These PoP locations are configured to allow session failover in case a PoP becomes unavailable for any reason, providing complete high availability for your application workloads.

Do more with Citrix Access Control

Citrix Access Control is a complementary service to Citrix Gateway Service, providing granular security policies, web filtering, and web isolation. To learn more about Citrix Access Control, please see the product documentation.
Point of Presence (PoP) locations

Citrix Gateway Service runs across the globe in 19 different locations. 12 of these are Microsoft Azure PoPs and nine are Amazon Web Services PoPs. The locations of these PoPs are:

**Microsoft Azure PoPs**
- Azure South Central US
- Azure East US
- Azure West US
- Azure West Europe
- Azure North Europe
- Azure Australia East
- Azure Japan East
- Azure Brazil South
- Azure Southeast Asia
- Azure South Africa
- Azure South India
- Azure UAE North

**AWS PoPs**
- US-East
- US-West
- US-North-Central
- EU-Central
- Canada-East
- EU-Central
- UK-South-East
- Australia-East

![Map of Point of Presence Locations](image.png)
**Type of Connector Needed**

If you are using on-prem Active Directory for authentication then you will need Citrix Cloud Connector (Windows based)
If you are using Gateway Service for HDX Proxy then you will need Citrix Cloud Connector (Windows based)
If you are using Gateway Service for Web apps then you need Citrix Gateway Connector

Note: If you are using a combination of these services, then you will need more than one type of connector. Also Cloud Connector can used for both authentication and HDX Proxy.

**Data Usage**

Data usage entitlement for each service:

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Data usage entitled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway Service for HDX Proxy included part of CVD/CVA/CVAD Service</td>
<td>1GB per user per month</td>
</tr>
<tr>
<td>Gateway Service Standard for SaaS and Web apps</td>
<td>1GB per user per month</td>
</tr>
<tr>
<td>Data entitlement for Workspace Premium Plus</td>
<td>10GB per user per month**</td>
</tr>
</tbody>
</table>

**10GB is for all kinds of service included in Workspace Premium Plus (WSPP) including HDX Proxy and SaaS & Web SSO**

**How to calculate total data entitled for a customer?**

$$12 \times (\text{Number of years of subscription}) \times (\text{Number of user subscription purchased}) \times (10 \text{ for WSPP OR 1 for other services})$$

For example, CVAD Service customer with 3 year’s subscription for 100 users gets:

$$12 \times 3 \times 100 \times 1 = 3600\text{GB}$$

for a duration of 3 years

Note: Data usage entitled is counted as pooled usage and not enforced per user or per month basis. Soon a dashboard that will provide usage will be available to customers. Customers can purchase additional data/bandwidth packs (available as 300GB packs) based on monthly usage trend.
Scalability with Citrix Gateway Service

Citrix Gateway Service is a highly scalable solution that meets the demands of organizations of all shapes and sizes. It also serves as a channel for communication between Citrix Cloud and enterprise resource locations without requiring any complex networking or infrastructure configuration such as VPNs or IPSec tunnels.

While the services are highly scalable take a note of the connector specs below. Multiple instances of Cloud connector instances can be deployed to achieve higher scalability numbers.

- Citrix Cloud connector scan support up to 250Mpbs or 1000 concurrent per connector instance. For more on Citrix Connector, visit the [Citrix Cloud Connector page](#). Note: you can enable rendezvous protocol for your CVAD service to bypass Cloud connector for your HDX Proxy traffic. More info can be found [here](#).

- For details on Gateway connector, visit the [Gateway Connector page](#).
## Comparison chart for Gateway Service packages

<table>
<thead>
<tr>
<th>Feature</th>
<th>ICA Proxy Cloud Service (Included with Virtual Apps &amp; Desktops Service)</th>
<th>Citrix Gateway Standard Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICA Proxy for Citrix Virtual Apps and Desktops Service</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Basic multi-factor authentication with native one-time password</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Global PoP locations</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Single sign-on to SaaS apps</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Single sign-on and remote access to on-premises web apps</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>SaaS and web app usage analytics</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Included data pack</td>
<td>1 GB per user, per month*</td>
<td>1 GB per user, per month*</td>
</tr>
</tbody>
</table>

* Usage is pooled and not enforced at a user level