

Citrix Workspace Managed Services - with Workspace Microapps

Outsource the complexity of Monitoring, Operating, and Maintaining your Citrix Workspace Intelligence environment.

Consulting methodology

Plan Implement Monitor Optimize

Customer Value

Focus on transforming your employee experience leveraging intelligent workflows with Citrix Workspace, avoiding the complexity of establishing monitoring, maintenance, and operations through a turnkey managed service solution.

About Citrix Workspace Managed Services

Citrix Managed Services allows you to concentrate on achieving your business outcomes through transferring the risk and effort of monitoring, operating, and maintaining Citrix Workspace Microapps. We follow a proven methodology and industry standards to monitor and maintain Citrix Workspace environments, ensuring consistent results and increased environment stability.

Our managed service centers will monitor and manage the implemented solutions, providing incident, problem, change, and service request management. Our technical service delivery teams will reduce downtime through monitoring and proactive activities, and provide expedited solutions to complex issues. Our managed services offering provides staff stability, with evergreen expertise, burst capacity, and 24x7x365 coverage.



Project Scope

During the engagement our consultants will:

- Review relevant use cases and assessment requirements through onboarding processes
- Validate selection of workflows, systems of record, security considerations, and Microapps
- Establish a designated Service Delivery Manager for the lifecycle of the contract
- Confirm results from testing and validation activity for, System of Record (SoR), Data Integration Provider (DIP), and Microapps implemented
- Establish monitoring for Microapp, DIP, and the integrations between DIP, Microapp, and SoR
- Provide a 24x7x365 Service Desk for incident, problem, change and service request management

Offering Benefits

- **Reduced Time to Value:** Managed Services can help identify and resolve many unknowns in your Citrix Workspace environment.
- **Improved Risk Profile:** Managed Services will help you optimize your investment in Citrix solutions without the need to dedicate internal resources to monitoring, expansion, stabilization and management tasks.
- **Reduced Downtime and Improved User Experience:** Expedited solutions to complex issues through our direct-line access to Citrix Engineers, Architects and Product Managers.

Prerequisites and Assumptions

- Workflows, technical architecture, and configuration documentation
- A functional Citrix cloud environment, Workspace Microapps, and customer workflows
- Appropriate Credentials for access to the customer environments
- Access to existing systems of record and Citrix cloud environment

Outcomes and Deliverables

- A functional Citrix Workspace environment for Citrix supported Data Integration Points (DIPs) and Citrix supported Microapps - maintained and managed by our team. We will directly monitor, operate, and maintain your Citrix Workspace environment through our remote team of Analysts, Consultants, and Service Delivery Managers.

Follow-on Engagements

Project

WA04 - Citrix Workspace - Workflow Assessment

MA01 - Citrix Workspace - Microapps Pilot

MA03 - Citrix Workspace - Microapp Creation Service

Additional Education

- [CWS-206](#) - Citrix Workspace Microapps Essentials



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