

Usage Accelerator Package

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From lower IT costs to greater agility and expanded support for secure, flexible work, Citrix Cloud offers compelling benefits for your organization. After all, that's undoubtedly why you chose Citrix Virtual Apps and Desktops service.

However, getting full value from Citrix Cloud requires maximum usage across functional areas, individual users, and applications. To boost usage, you need to encourage your employees to use cloud services. Internal champions and a communications program can help, but the most important enabling factor is a comprehensive usage and expansion plan that follows leading practices.

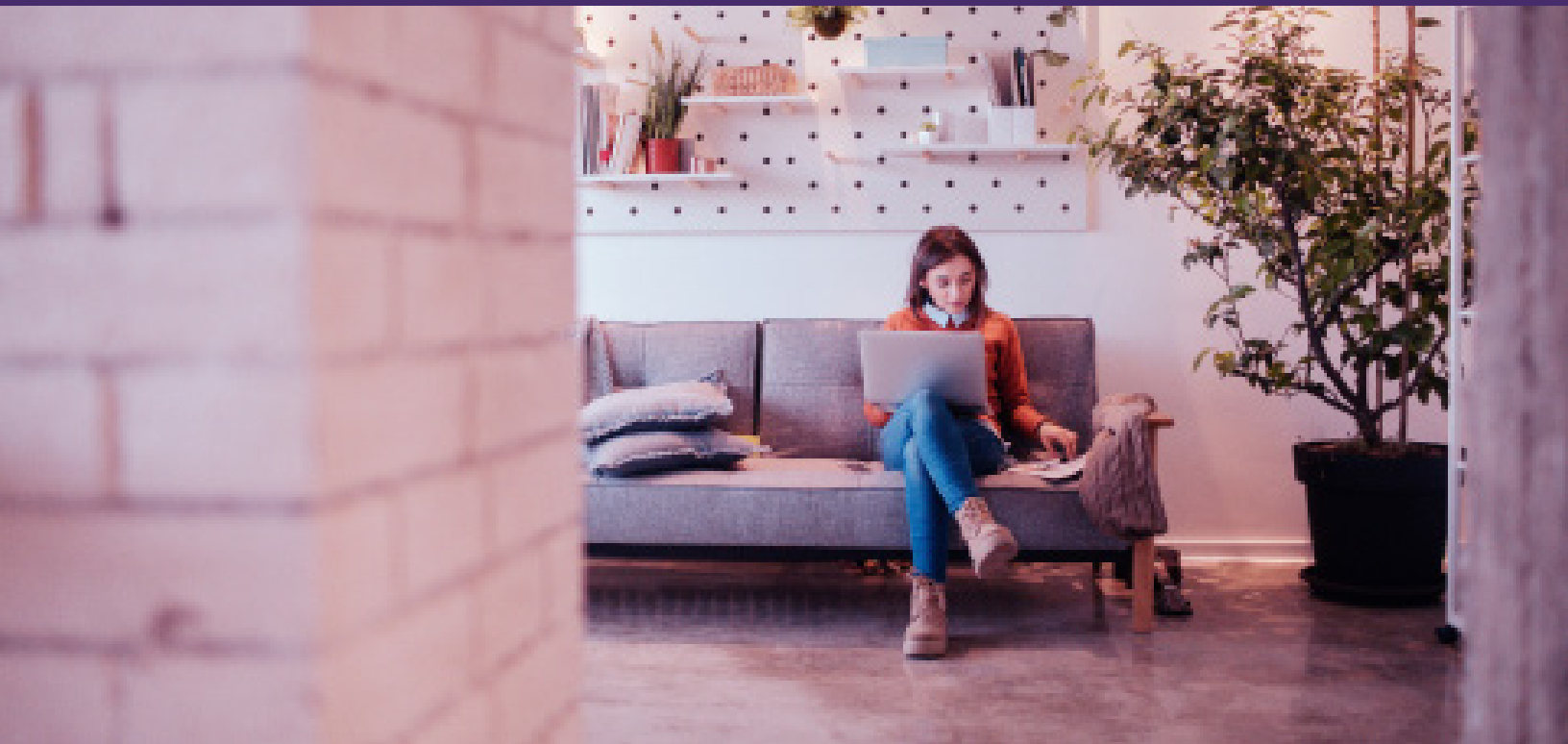
Usage optimization starts with a plan

Thorough planning is the key to driving cloud momentum that leads to broad usage of your Citrix Virtual Apps and Desktops service. If you aren't sure where to begin the planning process, or exactly what to focus on, Citrix Customer Success can help.

Our **Usage Accelerator Package**, delivered remotely by Citrix Consulting experts, helps you:

- Plan your rollout of Citrix Virtual Apps and Desktops service
- Enhance the environment with additional functionality, and
- Onboard one user group (use case)

All while preparing you for expansion of the cloud environment.



The **Usage Accelerator Package** will deliver a blueprint for adding future user groups and environment enhancements. This consulting engagement accelerates time to value for your Citrix Virtual Apps and Desktops service by delivering the following:

1. Planning for your most important use cases

Our consultants will work collaboratively with you to develop a detailed list of implementation requirements to expand your Citrix Virtual Apps and Desktops service platform for up to three use cases, based on your business and technical needs.

As part of this plan, we will help you prioritize the top three use cases for cloud rollout and identify knowledge gaps related to expanded usage.

2. Enhancing your environment

Our experts will assist your team with deploying one of the three following enhancements – your choice.

- **Configuration of Workspace service multi-factor authentication**, including integration of Citrix Federated Authentication Service if required.
- **Configuration of Citrix Gateway multi-factor authentication** and integration with an existing StoreFront server group in one resource location.
- **Integration of Citrix Workspace Environment Management service** with baseline recommended resource management (CPU, memory, IO) optimizations applied.

3. Onboarding one use case

Once you have chosen the use case you want to implement first, our consultants will provide advice and assistance in onboarding those users to your production Citrix Virtual Apps and Desktops service platform. This process may include the following actions, done in conjunction with your team:

- Tracking, troubleshooting, and addressing issues encountered during the pilot
- Updating the environment based on user feedback
- Developing user-facing communications

At the conclusion of the engagement, you and your team will have a solid knowledge base and a robust plan for ongoing deployment of Citrix Virtual Apps and Desktops service. You will be ready to quickly add new use cases and users to drive organization-wide support for cloud.

White glove onboarding process

As with every technical project, this engagement has prerequisites that need to be met. To make sure you quickly fulfill these prerequisites, you will be assigned a Customer Success Management team to accelerate the Citrix Cloud onboarding process.

Accelerate Citrix Cloud ROI

The **Usage Accelerator Package** will help you get a higher return on your Citrix Cloud investment in a shorter period. The faster you expand usage of Citrix Virtual Apps and Desktop service across your organization, the sooner you'll begin receiving its full benefits: security, work flexibility, business continuity, seamless scalability, enhanced user experience, and reduced IT administration.

Customize your Usage Accelerator Package with Premium add-ons:

UAP Customization Credit – Each technical environment is unique, and some may require additional enhancements. Purchasing this add-on will allow you to choose an additional customization from the predefined list above (up to 3 enhancements total).

UAP Additional Rollout Support – For instances in which one use case isn't enough, you can purchase rollout support for additional use cases defined as part of the Usage Accelerator Package (up to 3 use cases total).



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