

Citrix Consulting

Cloud Health Check Assessment

Cloud computing models offer the prospect of increased efficiency and flexibility for IT organizations seeking to orchestrate compute, networking, and storage resources. But that is only part of the cloud story. There are opportunities to provide more dramatic business impact by offering user self-service, dynamic resource provisioning, and increased visibility into resource utilization and service metering. The Cloud Health Check (CHC) is a new offering from Citrix Consulting that helps Cloud Platform customers verify currently implemented deployments against stated business objectives and Citrix Consulting best practices.

The CHC starts with an architecture review of the customer's current cloud deployment in the context of current business motivations and priorities. The CHC also provides an in-depth cloud health review of system logs, filed support cases, and other issues in the current environment. It identifies gaps between current versus desired system state and then remediates identified issues. The CHC provides a review of architecture, resources, offerings, and abilities as currently implemented and operated. It positions your cloud offering for long-term success by ensuring that both technical and process issues are resolved, and the system is ready for production use.

Target Audience

The Cloud Health Check assessment is designed to help customers in public, private and hybrid segments of the cloud market landscape such as Cloud Service Providers, Managed Service Providers, and Enterprise customers. The CHC is tailored for each customer, and the emphasis varies based on your business drivers and success criteria.

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| Cloud Service Providers | Telecommunication and Service Providers who offer Cloud services offerings to their customers. The CHC helps identify any gaps between the services provided and the business objectives. It helps remediate issues that could otherwise impact service experience while or future growth. |
| Enterprise | Enterprise customers using Cloud solutions to gain benefit from, more cost-effective IT infrastructure management through Private, Hybrid, or Public Cloud capabilities. The CHC will assist in remediation of issues impacting employee workforce efficiency and ensure robust operation of the service going forward. |

Key Activities

The CHC is a discovery process exploring 8 key areas vital to a successful cloud strategy.

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| Business Drivers | Review of the Company's business drivers for cloud, current state of the technology and technology trends. |
| Business Challenges and Requirements | Identification and impact of challenges to the Company's business. Review of current business requirements. Review the Company's current cloud direction. |
| Customer Success Criteria | Identify business success criteria. Identify technology success criteria. Identify operational success criteria. |

| Key Activities (Continued) | |
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| System Architecture Review | Detail the current state of the production deployment. Review business processes, environment and workloads. Review current system configuration. Review network architecture and design. Match system architecture to business requirements. |
| Use Case and Gap Review | Review key use cases. Review long-term goals against Citrix cloud roadmap. Discuss service options with current and future architecture. Help the Company identify best practices and modifications to the architecture. |
| Future Production Environment Review | Review plans for the future production environment with the Company. Review key use cases for the future production environment. Review how Citrix cloud solution meets the requirements of the use cases. Evaluate pre-requisites for future success. |
| System Health Check | In-depth review of system logs, database and errors. Review hypervisor, storage and network systems logs and systems. Review support tickets and long term issues. Detailed review of underlying network communication and architecture. Identify configurations that are out of line with architecture best practices. |
| Corrective Planning and Implementation | Develop corrective action plan for identified issues. Record bugs and identify solutions or workarounds. Work with the Company to begin the implementation of the correction action plan. Record any long term resolutions in gap analysis. |

Key Deliverables

The CHC provides you with documented deliverables that help fine-tune your organization's infrastructure for production use. The following documents provide detailed analysis and recommendations for your environment.

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| Architecture Review and Gaps Analysis | Provides an overall review of the architecture, use cases, current and future state environments. Document gaps, enhancement opportunities, and current preparedness for production release. Document recommended practices and operational opportunities to improve the cloud service going forward. |
| Health Check Report | Documents the health including log analysis, bug documentation, issue details and resolution, recommended practices and resolution implementation plan. |

Getting Started

The Cloud Health Check Assessment is an 88-hour professional services engagement. If you are interested in engaging Citrix Consulting to perform a Cloud Health Check Assessment project for your organization, please contact your Citrix Sales representative or contact Citrix Consulting directly by visiting <http://citrix.com/contact/consulting.html>.



About Citrix

Citrix (NASDAQ:CTXS) is the cloud computing company that enables mobile workstyles—empowering people to work and collaborate from anywhere, accessing apps and data on any of the latest devices, as easily as they would in their own office—simply and securely. Citrix cloud computing solutions help IT and service providers build both private and public clouds—leveraging virtualization and networking technologies to deliver high-performance, elastic and cost-effective services for mobile workstyles. With market-leading solutions for mobility, desktop virtualization, cloud networking, cloud platforms, collaboration and data sharing, Citrix helps organizations of all sizes achieve the kind of speed and agility necessary to succeed in an increasingly mobile and dynamic world. Citrix products are in use at more than 260,000 organizations and by over 100 million users globally. Annual revenue in 2012 was \$2.59 billion. Learn more at www.citrix.com.

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