Citrix Consulting Services

Guide to Methodology and Offerings

Citrix Services Mission
It is the Citrix Services Mission to provide a world-class customer experience by enabling, guiding, supporting and monitoring our customers to ensure they realize the maximum value from their Citrix investments and achieve their business objectives.

Citrix Consulting Services Background & Methodology
Citrix Consulting Services plays a key role in the overall Services mission—specifically in terms of guiding customer implementations. With over 12 years of Citrix experience, over 400 consultants worldwide, and over 100 weekly consulting engagements, Citrix Consulting brings real-world implementation experience to customer projects.

A key element to the success of Citrix Consulting Services is the proven methodology, which takes each project through Analysis, Design, Build/Test and Rollout phases. Each project phase plays a critical role in the overall success of the implementation and enables customers to minimize the time to realize the value of their Citrix investments.
Analysis Phase
During the Analysis phase, Citrix Consulting Services lays the groundwork for the Design phase of the implementation through assessments of current environments. For customers looking to virtualize desktops, the Desktop Transformation Assessment starts with a high-level review of core business objectives, and then maps out a customer-specific roadmap of individual desktop virtualization projects that meets any customer’s background, user groups, and preferences.

A variety of other technical assessment services closely examine existing Citrix environments and map them against known best practices in order to provide clearly defined next steps and actionable items. Demonstrating capabilities in a custom-built Proof of Concept environment is another common service offering during the Analysis phase.

Design Phase
The Design phase establishes the blueprint for the system Build/Test phase. It includes the overall architecture, considerations for the underlying hardware, storage, network, Active Directory and other adjacent components. A design also covers configuration settings and policies that lead to meeting stated objectives. The design phase can also be leveraged to establish operational procedures, system support, and maintenance plans. These are available for Desktop, Server, and Application Virtualization projects as well as Networking and Network Application Delivery projects.

Build/Test Phase
During the Build/Test phase, Citrix Consulting Services gets hands-on with the installation and configuration of Citrix hardware and software. This phase often includes underlying operating systems and directory services and leads to a system that is built according to design specifications. Following the environment build, all solutions are thoroughly tested at the unit, regression, and systems level.

Rollout
The Rollout phase is the final step in the methodology. It can encompass the definition of a pilot user group, user and IT communications, change management, and the rollout of post-pilot phases. The rollout includes technical assistance, deployment work plans, end-user and IT staff training and communication, initial production support, and ownership transition to the customer’s IT teams.

Post Rollout, some customers choose to keep Citrix Consulting Services engaged—either in a long-term onsite capacity or as a remote managed Services Offering. Contact your local Citrix Consulting Services office for additional details.

About Citrix
Citrix Systems, Inc. (NASDAQ:CTXS) is the company transforming how people, businesses and IT work and collaborate in the cloud era. With market-leading cloud, collaboration, networking and virtualization technologies, Citrix powers mobile workstyles and cloud services, making complex enterprise IT simpler and more accessible for 260,000 enterprises. Citrix touches 75 percent of Internet users each day and partners with more than 10,000 companies in 100 countries. Annual revenue in 2011 was $2.21 billion. Learn more at www.citrix.com.

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