

Expand your Citrix users

Managed Services smoothly scales up your environment

Achieving full ROI for a new Citrix solution calls for a prompt rollout to your user base. But what if you don't have the time or resources to scale up quickly and efficiently? That's where Managed Services comes in.

Following a Citrix Consulting pilot or project, our team adds users to your identified workflows in a smooth, controlled fashion, supported by monitoring and incident management. Even better, we perform this phased rollout behind the scenes, working 100 percent remotely to avoid disruptions to your operations. With our global capabilities, we can accommodate the needs of a distributed workforce.

Our services include planning the rollout, identifying user groups and workflows, configuring the Citrix environment, adding users to groups, onboarding and providing automated monitoring. After adding the new users, the Managed Services team will continue to monitor the effects of the release on the Citrix infrastructure and make any required changes to optimize performance and functionality.

When to call on Managed Services

- Your organization needs to integrate new users from a merger, acquisition or business expansion as soon as possible
- User productivity and business efficiency will suffer unless the Citrix solution is quickly rolled out to the enterprise
- Onboarding users will divert your team from commitment to strategic projects
- Your team lacks the time or manpower required to rapidly scale up the Citrix infrastructure
- You want to maximize licensing consumption for a new Citrix solution to demonstrate ROI

Highlights of Managed Services User Expansion

- **Cost-effective:** Managed Services delivery costs far less than bringing consultants on site
- **Unobtrusive:** There's no need to arrange office space or oversight for our remote team
- **Proactive:** We will provide automated remote monitoring and alerting for the Citrix environment
- **Efficient:** We support user rollout while simultaneously making adjustments for optimization
- **Global:** Managed Services can accommodate users around the world

Perhaps most important, Managed Services User Expansion is delivered by Citrix Professional Services experts who know Citrix technology, leading practices and use cases inside and out. Unlike other consultants, we can bring in Citrix resources, including architects, product managers and technical specialists, to complement our expertise.

How we expand your Citrix user base

We will use a Citrix suite of tools to provide centralized, remote monitoring and alerting for the Citrix environment. Monitoring allows our team to track performance, monitor server health and performance, and configure notification alerts. The service desk will provide an ITIL®-based utility to manage, track and monitor users, as well as provide change, release and configuration management.

We'll review the proposed environment design, relevant run books, licensing requirements and infrastructure capacity needs to support the new users and use cases. Together with your team, we will support your implementation plan. During the release, we'll provide expert assistance, including incident management for the newly deployed users.

The Managed Services team will continuously monitor the environment once the new users are released, making changes as needed to optimize the performance and functionality of the solution. To keep you informed, we'll deliver weekly progress reports that track expansion activities, as well as a final report with recommendations.

How we benefit your organization

- We help you optimize your investment in Citrix solutions
- We enable you to be proactive in maintaining system reliability
- We extend your IT team with targeted skills and expertise
- We work 100 percent remotely so that you can focus on your job, not on handholding
- We provide detailed data and recommendations about the health and performance of your infrastructure

The fine print

A Managed Services User Expansion engagement is available in increments of User Packs. Each User Pack provides onboarding of up to 200 users. You must have a current Citrix Technical Support agreement in place.

Visit citrix.com/managedservices or contact your Citrix representative to learn more about this offering and the benefits of a User Expansion engagement with Citrix Professional Services.



About Citrix

Citrix (NASDAQ:CTXS) is leading the transition to software-defining the workplace, uniting virtualization, mobility management, networking and SaaS solutions to enable new ways for businesses and people to work better. Citrix solutions power business mobility through secure, mobile workspaces that provide people with instant access to apps, desktops, data and communications on any device, over any network and cloud. With annual revenue in 2014 of \$3.14 billion, Citrix solutions are in use at more than 330,000 organizations and by over 100 million users globally. Learn more at www.citrix.com.

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