

Manage and Maintain Windows® 10 with a Citrix Workspace

Simplify and accelerate the secure delivery of apps, desktops and data on any device

Microsoft Windows has changed radically to keep up with consumer and business expectations and the increasingly mobile workforce. Forget about years-long release lifecycles; with the new as-a-service model of Windows 10, major updates now arrive twice each year, with only 18 months until service and support expire. This accelerated cadence has significant implications for the way the operating system is managed and maintained—but you wouldn't know it from the traditional methods still in place at many enterprises. This is a problem, especially with users impatient to access business apps on the new Windows 10 devices they've brought into the office—people are no longer working exclusively on their desktop or laptop, but also on mobile devices. As digital transformation demands increasing focus, routine OS maintenance tasks need to be simple, quick and effective—not the complex, time-consuming burden they've imposed in the past.

With a Citrix Workspace, you can complete your migration to Windows 10 more quickly and easily, keep pace with more frequent updates and shorter end-of-life windows, and reduce the burden of ongoing management and maintenance for Windows 10 desktops and devices. The solution enables:

- Fast application migration to Windows 10 with any-device compatibility and ongoing centralized management
- Rapid provisioning of standardized Windows 10 desktops on all devices without the need for an endpoint hardware upgrade
- Unified endpoint management for laptops and the wide array of other mobile devices from a single console

- Data protection both during migration and in the course of ongoing work

The New Windows Landscape—and What it Means to IT

Previous versions of Windows allowed a relatively leisurely pace for management and maintenance. That's not to say that it was simple; far from it. But with several years between major releases, and 5 to 10 years before end-of-life, IT could spend ample time preparing and executing a complex, labor-intensive migration process—often the largest and most important project on the IT calendar. Now the arrival of Windows 10, in tandem with the rapid innovation demanded by digital business, has made this approach untenable. IT can ill afford to let Windows management and maintenance demand so much time and attention, especially as migration becomes a semi-annual requirement.

BYOD adds to the challenge. With 74 percent of organizations allowing employees to use personal devices for work, or planning to do so, IT will have to deliver Windows 10 apps and desktops on non-standardized endpoints that may be running a different version of Windows—or a different OS entirely.

As enterprises adopt the Windows 10 CBB (Current Branch for Business) model, they quickly confront the prospect of a dramatically increased volume of work. Top concerns about the migration include:

- **Application compatibility** – Delivering any app to users, regardless of their device or operating system

- **Application migration** – Making sure current business apps are compatible with Windows 10
- **OS management** – maintaining a single, centrally managed Windows 10 OS across the entire organization
- **Device management** – Managing a broad set of mobile devices, including laptops, while maintaining full control over the environment to keep user efforts from undermining security and manageability
- **Security** – Preventing the risk of data loss during a migration, and maintaining data protection with secure remote access on any device, over any network, in any location

If IT organizations aren't already scrambling to adapt their Windows management and maintenance processes, they soon will; the initial CBB is already out of support, and the second will follow in November 2017. Deferring the upgrade would only delay the inevitable, with Windows 7 to reach end of life in 2020, but most enterprises are already fully on board with Windows 10 anyway. The OS continues to maintain the fastest growth trajectory of any version of Windows, outpacing Windows 7 by nearly 140 percent and Windows 8 by nearly 400 percent. A full 76 percent of Microsoft Enterprise customers are in active pilots of Windows 10, and there are currently more than 22 million devices running Windows 10 in Microsoft enterprise and education customers. Gartner predicts that virtually every enterprise will have made the move by 2019.

the management of devices used to access Windows 10 apps and desktops, and the prevention of data loss in the course of the upgrade.

Application Migration, Compatibility and Ongoing Management

Each Windows update brings new issues about application migration and compatibility—the last thing you'd want to do is move to an OS that can't run the critical business apps your users rely on. A Citrix Workspace includes Citrix XenApp and lets you separate apps from the endpoint OS and run them in the data center instead, on a central instance of whichever OS they require. This makes it possible for employees using Windows 10 devices to access and use any app they need.

With a fast and simple way to provide access to any app on devices running the latest Windows 10 CBB, IT can then turn its attention to compatibility testing. In the past, this meant spending extensive time making sure that everything worked with everything else in the new environment. Citrix AppDNA lets you automate and analyze application compatibility and remediate any issues much more quickly to avoid errors and complete the migration process more quickly. Customers using AppDNA have reduced app compatibility testing and migration time by nearly 90 percent.

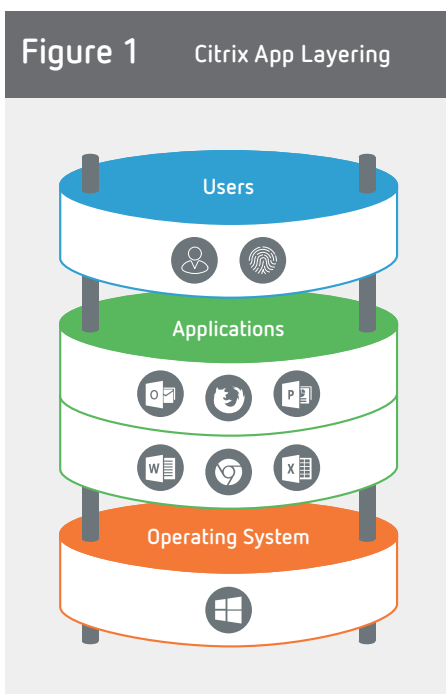
A new app layering capability in Citrix Workspaces makes application migration even simpler. Each app, as well as the OS itself, can be installed on its own separate layer; IT can then build groups of layers onto a base image to meet the needs of various user profiles. To upgrade to the latest Windows 10 CBB, IT can simply update the OS layer to the new release, then swap in the update for the old CBB without touching or reinstalling any of the app layers in the image. This eliminates the need to reinstall each app from scratch on top of the new CBB released every few months.

Layering also makes it simpler to provide different desktops for different use cases. Instead of creating multiple OS images, IT can create a single one, then add app layers as appropriate to each user profile.

Solving the Windows 10 Challenge with a Citrix Workspace

A Citrix Workspace provides a single holistic, comprehensive platform to deliver apps, desktops and data on any device. By separating apps, desktops and data from each other, from the device and from the underlying OS, the solution makes it possible to complete Windows migration more easily, and manage and maintain the OS more simply and effectively.

With a Citrix Workspace, IT can address every aspect of Windows 10 migration simply and efficiently, including application migration and compatibility, the rollout of standard Windows 10 desktops across the enterprise,



Provisioning Windows 10 Desktops on Any Device

With VDI powered by Citrix XenDesktop, a Citrix Workspace transforms endpoint OS upgrades from a painstaking device-by-device process to a virtually instantaneous switch. IT can install and manage a single OS in the datacenter, then make updated virtual desktops available to any number of users in every location with their next reboot. As new CCB editions, patches and hotfixes arrive, they can be implemented in the datacenter once, then rolled out to all user devices immediately. By the same token, if a user's desktop becomes corrupted or infected, a simple reboot will restore a pristine image. Desktop maintenance becomes a far simpler, faster and more efficient matter, allowing IT to focus on higher-value strategic initiatives and innovation.

For both apps and desktops, centralization with secure access control helps maintain security and protect sensitive corporate information. IT can enforce contextual security by policy for fine-grain control over how apps and data can be accessed based on the user's location, network, device and profile. Data is kept secure within the datacenter, where it can't be compromised by a lost or stolen device.

Unified Endpoint Management

A Citrix Workspace provides a single console to manage both laptops and every other type of mobile device. Citrix XenMobile, a Citrix Workspace technology, delivers an enterprise mobility management solution that allows a common set of policies to be rolled out across every Windows, Mac, iOS, Android, Windows Phone and BlackBerry device in the environment, improving efficiency and control for IT while making it feasible to enable employees across all their devices, anywhere they want. To access their digital workspace, users can simply launch the Citrix client app on their Windows 10 device—or any device—log in, and get to work. IT can provide instant access to business apps and Windows 10 desktops on any device, from anywhere, without time-consuming manual deployment across every location in the organization. If a given device can't run Windows 10, no matter—the app is running

in the datacenter, not on the endpoint. You can now upgrade an OS without having to upgrade hardware.

To maintain security, a Citrix Workspace leverages both device-level policies through mobile device management (MDM) capabilities, and the inherent security of a centralized architecture.

Data Protection During and After the Migration Process

IT can shrink the migration task list by eliminating the risk of data loss. Previously, this list would include having to determine where all data resides and how it may be impacted by updates, back it up and coordinate its migration to upgraded and new devices. With a Citrix Workspace, all user data can be uploaded to the cloud via enterprise file sync and sharing (EFSS) powered by Citrix ShareFile. ShareFile, named a "Leader" in the Gartner EFSS Magic Quadrant, ensures files are securely accessible on any device employees use as permitted by policy. Also available as a Windows 10 Universal app, ShareFile lets users browse their own personal account, download files for offline use, send and request files, and manage folders from a Windows 10 device or any other endpoint. Data centralization eliminates the dependency of data on devices; if a user's system crashes, their data remains intact.

A Citrix Workspace, via XenMobile, administers Enterprise Data Protection (EDP) built into Windows 10. EDP protects enterprise applications and data in a BYOD, CYOD or COPE environment. EDP allows IT to identify enterprise apps and data and implement policies that regulate exactly how the data can be shared. It then follows and protects enterprise data via containerization data encryption, and sophisticated data loss prevention. It also enables enterprise data wiping on remote mobile devices without any impact on personal data and can produce tracking and audit reports of app and data usage. IT can apply a host of policies around authorized enterprise applications that have permission to access certain business files and data. Unauthorized actions can be blocked or simply tracked and audited with a warning sent to the user. Together, a Citrix Workspace and Windows 10 EDP achieve

containerization without forcing the user to switch manually between enterprise and personal environments and credentials on the device. Instead, both personal and business apps are displayed on the mobile device and can be accessed at any time.

Flexible Deployment Options to Meet Your Business Needs

Citrix offers a variety of ways to securely deploy a Citrix Workspace to meet your unique needs. Customers can choose from deploying through Citrix Cloud, in a cloud of your choosing, with a service provider or fully on-premises. You choose how and where to manage your apps, desktops and data. Subscribing to the Workspace Service through Citrix Cloud lets you reduce infrastructure and centralize control with SaaS-style management and updates. If you want to deploy in a public cloud, such as Microsoft Azure or Amazon Web Services, and manage those workloads locally, Citrix is the only provider to allow a hybrid deployment. You can also deploy a Citrix Workspace in your own environment, using Citrix Smart Tools to ensure secure and reliable deployment, and centralize management in your datacenter with a fully on-premises solution.

Conclusion

The new model of Windows 10 has much to offer enterprises, from faster innovation to a streamlined as-a-service model. A Citrix Workspace allows IT to realize the full benefits of the latest Microsoft OS while avoiding the challenges posed by more frequent updates and shorter support windows. By separating apps, desktops, data, devices and the OS from each other, IT can eliminate dependencies and complete migrations more quickly with less risk to data. Users gain fast access to the current Windows 10 CBB on any device they use, on any OS, while IT maintains full security and control. With a faster, more efficient approach to Windows management and maintenance, IT organizations can painlessly complete future migrations, patches and hotfixes across the organization—and keep their focus on business value and innovation, where it belongs.

Learn more at now.citrix.com/windows10.



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