citrix | Customer Success

CONSULTING

Citrix Virtual Apps and Desktops (CVAD) Modernization Quick Start Service

SKU	DURATION
6000316	138 hours (3 credits)*

For many Citrix customers, the need to support a growing number of remote workers has trigged the acceleration of cloud adoption for workspace services. Modernizing your current Citrix Virtual Apps and Desktops infrastructure by leveraging Citrix Workspace cloud-based services can save you time and money, while ensuring that all your workers, regardless of location, are secure, productive and engaged. The new normal for IT isn't simply about delivering applications, it also requires understanding the security and performance related issues of your remote workers, even those working from personally owned devices.

With the Citrix Virtual Apps and Desktops service, delivered from the cloud, Citrix maintains an evergreen CVAD infrastructure for you, freeing up valuable IT resources for you to focus on your most strategic initiatives such as monitoring and optimizing the performance and experience with Citrix Analytics.

Get a Quick Start on Success with CVAD:

The CVAD Modernization Quick Start Service will evaluate your current Citrix environment and provide recommendations to stabilize its performance, while accelerating your Citrix Virtual Apps or Desktops cloud transition. Our team will help you rapidly transition your on-premise configuration, leveraging our Automated Configuration Tool, while loading your first 100 users and incorporating Citrix Usage Analytics to assist with your ongoing monitoring efforts. We'll work with your team to establish a solid foundation for a clear and consistent deployment process that will enable you to quickly address additional use cases and users, all while minimizing organizational risk. To maximize agility and timeliness, this is a remotely delivered offering.

Project Scope

- **Uncover the opportunities to improve your current environment:**
  - We'll assess a single Citrix Virtual Apps and Desktops Site with regards to:
    - Business requirements and use cases
    - User access methods and requirements
    - Access layer design
    - Desktop and application delivery
    - Operations and security practices

- **Drive alignment and transparency:**
  - Based on the assessment of the current Citrix Virtual Apps and Desktops Site, we'll work to collaboratively develop a conceptual environment design (in Microsoft Visio) of your future Citrix Cloud Virtual Apps and Desktops Service environment
  - You'll receive a documented list of pre-requisites to accomplish the future state design

- **Rapid deployment and knowledge transfer**
  - Transition your on-premise configuration from one CVAD site, leveraging our Automated Configuration Tool, for a single instance of cloud-based Citrix Virtual Apps and Desktops Service for up to 100 users
  - Integration of either Workspace Service with Two-Factor Authentication (2FA) via Time-based One-Time Password (TOTP) algorithm and Gateway Service for remote access, or customer's existing on-premises access components of StoreFront and Citrix Gateway

    - **Note:** Use of customer's existing StoreFront and Citrix Gateway will be limited to integration of new Cloud Connectors. No new servers, Stores, or vServers will be created.

  - Deployment of a single resource location, either on-premises or in a public cloud, with a single image to be provisioned with Machine Creation Services
  - Configuration of user profiles via Citrix Profile Management
  - Configuration of baseline Machine and User Citrix policy settings, or migrate Citrix Policies from up to one supported CVAD Site into Citrix Cloud using the Automated Configuration Tool

Outcomes and Deliverables:

- **Secure, remote access to Virtual Apps and Desktops service, along with optimized management, scaling, and usage monitoring:**
  - Production environment built on Citrix Virtual Apps & Desktops service, for a single use case with policy settings staged for future use cases
  - Full transparency into usage metrics of your environment through Citrix Usage Analytics

The Automated Configuration Tool for CVAD simplifies and accelerates the CVAD cloud migration process. Combining this new tool with Citrix Customer Success will ensure a low risk, high reward modernization of your current Citrix environment.

- **A clear understanding of opportunities to improve your user experience, stability of environment, and security posture:**
  - Key findings presentation with summary document of areas for improvement, including:
    - Issue description and impact
    - Potential resolutions with associated effort and urgency/criticality
    - Recommendations and next steps

- **Clear success roadmap with next steps:**
  - A conceptual architectural design with basic functional testing and validation
  - Knowledge transfer of the configurations deployed, and review of customer-specific configurations that may impact a full transition to Citrix Cloud; providing you the know-how needed to continue quickly transitioning to the Citrix Virtual Apps & Desktop service
  - Leverage global experience and insights from Citrix Consulting, including valuable shadowing and operational handover time

Assumptions and Pre-requisites:

- **Customer's responsibilities:**
  - Appropriate resources will be part of the project team and available throughout the project duration to assist with tasks in the Scope section of this document (e.g. Citrix, Networking, Security, Applications, Operations)
  - Appropriate functional and technical resource(s) will be available throughout the project from onboarding for technical discussions, build/configuration assistance, knowledge transfer, status meetings, questions, and requests
  - Customer is responsible for the installation and configuration of all applications and non-Citrix software within the server or desktop image

- Customer to provide:
  - A list of all peripheral devices which will be required, prior to implementation
  - Supported hypervisor capacity or public cloud resources to host workloads
  - Citrix consultant(s) with appropriate access to the customer environment and associated infrastructure

- **Technical readiness to begin implementation:**
  - Owners of each application have been identified prior to project start date
  - All users in determined group (existing environment) currently have access to targeted systems and applications
  - Prior to engaging with Citrix Consulting Services, Customer will complete an onboarding session with Citrix Customer Success Management team and have the following components configured:
    - Fully licensed Virtual Apps and Desktops Service environment
    - Fully configured and tested authentication to Citrix Workspace environment (if used)
    - 2 Cloud Connectors built and integrated into Citrix Cloud with Certificates

Elective Add-On Services:

- Networking Quick Start Add-on
- Analytics Quick Start Add-on
- All-Access eLearning Subscription
- Citrix Consulting Credits (1-week increments)
- Priority or Priority Plus Upgrade

Disclaimers:
Deployment is limited to CVAD, Workspace, Gateway Services, and Usage Analytics Services only; no other Citrix Cloud services are in scope Citrix will assist with out of the box policy configurations for up to two (2) peripheral types

* For environments consisting of multiple Virtual Apps and Desktops Sites and/or more complex issues resulting, additional Consulting time can be purchased in one-week increments.