

CONSULTING

Citrix Workspace Modernization Quick Start Service

SKU	DURATION
6000317	230 hours (5 credits)

The recent COVID-19 pandemic has created a long “to do” list for IT. Administrators must now support a significant increase in the number of remote workers, while securely delivering all the tools and applications required for maximum productivity, not just the mission critical applications.

Citrix Workspace Premium Plus provides the perfect foundation to accelerate digital transformation today, while providing simplified, cost effective workspace service adoption for the future.



Workspace Premium Plus includes the entire stack of Citrix Workspace services including:

- Single Sign-on (SSO) to all applications (including SaaS and web) with multi-factor authentication (MFA)
- Endpoint Management for all device types including BYOD
- Access Control including web filtering, SaaS security, web isolation and more
- Content Collaboration for file storage, security, delivery and 3rd party aggregation
- Workspace intelligence with microapp integration
- Virtual Apps and Desktops
- Add-On: Security and Performance Analytics provide valuable insights into user behavior

Get a Quick Start on Success Workspace Premium Plus:

The Citrix Workspace Modernization Quick Service will evaluate your current Citrix environment and provide recommendations to stabilize its performance, while rapidly establishing a robust foundation for digital transformation. We'll deliver a Citrix Virtual Apps and Desktops (CVAD) environment, located in the cloud, for up to 100 users, while rapidly transitioning your on-premise configuration, leveraging our Automated Configuration Tool. Additionally, we will incorporate Citrix Usage Analytics to improve ongoing monitoring efforts as well as Workspace Environment Management Service for CPU and Memory optimization of CVAD workloads. Leveraging leading practices, our consultants will help fast-track your path to success 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 access
- Operations and security practices
- **Quickly establish a robust foundation for full digital transformation:**
 - We'll work with application owners to gain understanding of requirements and security considerations for SaaS application
 - 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 list of pre-requisites to accomplish the future state design
- **Rapid deployment and knowledge transfer:**
 - Transition your on-premise configuration, leveraging our Automated Configuration Tool, for a single instance of cloud-based Citrix Virtual Apps and Desktops Service for up to 100 users, including Citrix Usage Analytics and Gateway Service data sources.
 - Integration of Workspace Environment Management Service for CPU and Memory optimization of CVAD workloads
 - 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 up to two server or desktop images provisioned with Machine Creation Services
 - Configuration of baseline Citrix Machine and User policies to support up to two identified use cases or migrate Citrix Policies from up to one supported CVAD Site into Citrix Cloud using the Automated Configuration Tool
 - Configuration of user profiles with Citrix Profile Management
 - Remote access powered by Citrix Cloud Gateway Service
 - Configuration of up to four identified applications and assign to up to 100 users
 - Testing to validate authentication, launch, and performance

Outcomes and Deliverables

- **Fast-track your digital transformation while leveraging Usage Analytics. You'll be in prime position to build on this foundation with transformative tools such as Workspace Environment Management (WEM). We'll deliver:**
 - A production Citrix Virtual Apps & Desktops Service with up to two use cases h policy settings staged for future use cases with policy settings staged for future use cases
 - Up to four SaaS applications published and configured for access by up to 100 users
- **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
 - Summary documentation outlining the configurations deployed and review of customer specific configurations that may impact a full transition to Citrix Cloud
 - A clear plan of action to facilitate subsequent transition to the cloud-based CVAD service including pre-staged Citrix policies for future use case onboarding based on an existing CVAD Site
 - 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), they will also be made available 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
- Application Sandbox environments should be available for testing prior to production rollout
- **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
 - 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 onboarding session with Citrix Customer Success Management team and have the following components configured:
 - Fully licensed Citrix Workspace environment
 - Fully configured and tested authentication to Citrix Workspace environment
 - 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



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