CONSULTING

Remote Work Stability Service

SKU	DURATION
6000315	92 hours (2 credits)

The recent COVID-19 pandemic has created a long "to do" list for IT who must now support and scale their remote work infrastructure and technology. Secure application delivery for all apps, not just the mission critical ones, is essential when ensuring remote worker productivity. Additionally, IT requires new and improved methods for measuring and monitoring employee experience, application performance and user behavior as it relates to security.

One of the biggest challenges with virtualization technology? Ensuring a high-quality user experience. People expect real-time response from virtual apps and desktops, regardless of network quality and location. Too often, however, deploying virtual desktop infrastructure means giving users a less-than-ideal experience. It's not enough to simply offer virtual apps and desktops. You need to provide the right solution—one that's able to adapt to a wide variety of variables to deliver the best user experience at all times. This is precisely what the high definition experience (HDX) technology behind Citrix Virtual Apps and Desktops delivers.

Bolster the Stability and of your Citrix Environment:

The Remote Work Stability Service helps you bolster your Citrix Virtual Apps and Desktops on-premises environment's stability and security so you can maximize the productivity of your remote workforce. We'll work with your team to assess your current environment, then provide a list of changes and improvements needed to optimize its performance. Once we've completed our assessment, we'll work with you to identify the opportunities most aligned to your strategic priorities and dedicate up to half of the project time to kickstart your remediation/optimization efforts. 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
    - Infrastructure security, sizing, and delivery

- **Rapid remediation of urgent action items:**

  - Up to 40 hours of remediation/implementation time to be used in addressing issues uncovered during the assessment with mutually prioritized with input from our experts
  - Additional time can be purchased separately to address any issues requiring time beyond the 40 hours scoped as part of this offering

Outcomes and Deliverables:

- **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

- **Enhanced stability and security of your Citrix environment:**

  - Implementation of Citrix leading practices to improve stability and security of your on-premises Citrix environment

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

- **Technical readiness to begin implementation:**

  - Owners of each application have been identified prior to project start date
  - All required hardware, software and necessary licenses will be set up, configured and operational in the target environment
  - All users in determined group currently have access to targeted systems and applications
  - Administrative permissions are available to make any required configuration changes

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