

CITRIX ADC AS A SERVICE

USER EXPERIENCE DEFINED

Fixed, mobile, wearable things, hybrid cloud, SDN orchestration, DevOps or virtual desktops. Whatever the use case, Citrix Application Delivery Controller (ADC) is packed with features to keep your data flowing.

ADC is the gateway to your network – if it is not performing at its best, your users won't be able to access the great systems you've built. With 24x7 monitoring and a follow-the-sun support model, Insentra can quickly report, triage and repair failures in your ADC stack, keeping your users connected to the essential services they need for your business operations to flourish.

WHEN IT COMES TO ADCaaS, WE DON'T DO SET, FORGET, FIRE-FIGHT

Focus on building your cloud-based services and let our skilled and experienced Enhanced Support Services (crew) take care of delivery with a managed ADC service. Get the benefits of ADC without having to skill up on configuration and ensure the best possible user experience.

Our team will Monitor, Manage and Enhance your ADC Platform.

This service will ensure your current Citrix ADC investment stays relevant and up to date with the latest features and benefits.



CONTINUALLY OPTIMISED MANAGED SERVICES

- Unlike traditional Managed Service offerings that stop at break fix and patches, our continually optimised promise keeps your services up to date and ready for whatever the future brings.

MONITOR

We offer 24x7 proactive monitoring, incident support and monthly reporting including:

- Insights into all aspects of the Citrix user experience
- Performance metrics across the Citrix environment that identify the root cause of performance issues
- Analytics and insights through historical reports for capacity planning, rightsizing, and infrastructure optimisation

USER EXPERIENCE

- We measure user experience, not just network metrics, to help you understand how your services are performing.

ENHANCE

- We keep you up to date with product enhancements which have the potential to improve service levels further.
- Ensure the best possible user experience from your investment without the overhead of internal resource with a tailored Citrix ADCaaS. A fully managed solution which allows you to use our expertise to deliver your SLAs.
- Use cases vary so we offer a range of support services to give you the right level of cover for your SLAs. Proactive continual improvement programmes help to ensure service stability with traditional break fix support also available to complement mandatory vendor offerings. Remote hands for rapid incident remediation or onsite support for major incidents with automated integration with vendor ticketing systems for improved communication flow.

The need for agility and lower capital expenditure, along with a shift in consumption economics, is driving the transition to hybrid, multi-cloud infrastructure. But every business' journey to modern infrastructure and applications is unique. When building a hybrid, multi-cloud app delivery strategy, you need to deliver the best application experience across any network or cloud while keeping apps and APIs secure. You must also achieve automation and visibility across environments and both traditional and cloud native applications, without being locked into a single cloud provider.