

# MANAGED CITRIX

## REIMAGINING THE FUTURE OF WORK

The way we work is changing at an incredible rate and pace. Not just the technology we use but the way people and organisations use it. All businesses are digital, global and non-stop, accelerated by the widespread adoption of technologies like mobile, Cloud, IoT, and Big Data.

New and disruptive business models are emerging as your end users and customers become connected in ways like never before. Insentra's Managed Citrix Service allows you to stay ahead of these trends and revolutionise the way your end users work.



## YOU CAN ACHIEVE...

- Customer loyalty
- Employee productivity
- Reduced cost and efficiency
- Business agility
- Security and compliance
- IT focus
- Return on your investment
- Risk management



## HERE'S HOW

### DELIVER ANY APPLICATION

Unify apps and data in secure digital workspaces which enable people to work on any device, anywhere.

### EMBRACE HYBRID CLOUD

Manage secure digital workspaces in a faster and simpler way from the cloud and deliver a unified experience with better security.

### POWER INTELLIGENT EXPERIENCES

Intelligently connect people, data, systems and 'things' to make more informed decisions and automate more business processes.

## MANAGED CITRIX

Managed Citrix helps you achieve your mission for Digital Transformation, whether it's business innovation, workforce productivity, new ways of working, and control of risk and security. Insentra does this by using solutions which allow you to deliver any application, embrace hybrid cloud, and power intelligent experiences.

Insentra's Managed Citrix Service provides the highest quality of day-to-day IT management, including access to 24x7 technical support and system monitoring, as well as detailed reporting on environment health and service performance plus advanced monitoring of end-user experience, system performance and availability.

The Managed Citrix Service can be paired with the User Experience as a Service (UXaaS), which combines a holistic view of technology and business and delivers a sophisticated analysis of the continued user experience across the Citrix solution.

**UXaaS is designed to enable proactive solving of system issues and delivers deep insights into end-user computing infrastructure and end-point components.**

### DELIVER ANY APPLICATION

- Centrally controlled apps, data and full virtual desktops
- Personalised access based on role, location and device choice
- Narrowed attack surface for improved security and risk management
- Intelligent, context-aware experiences through network integration and visibility
- Any infrastructure – network, storage, HCI, hypervisor, cloud

### EMBRACE HYBRID CLOUD

- Unified Citrix workspace experience with improved security
- Integrated admin control across on-prem and multi-cloud environments
- Any cloud – Azure, AWS, 3rd party, private and hybrid
- Reduced need for specialised IT skills in VDI, EMM, FSS
- Predictable Cloud Migration from on-premises to hybrid IT to cloud



The Citrix Managed Service form Insentra augments your central IT infrastructure and operations team, and will provide management, maintenance, insight and deep analytics of your hosted Citrix environment to meet the following objectives:

- Access to a specialist technology services organisation - delivering high quality enhanced support services outcomes
- Augmentation to your IT staff – providing support when it is most required and ensuring peace of mind by resolving issues before a crisis develops
- Minimal disruption – to user productivity and core business processes ensuring industry-leading response time SLAs
- End-user experience and productivity – real-time monitoring to provide real-time data on end user experience and productivity
- Advanced monitoring – providing in-depth proactive monitoring of all software and hardware
- Root cause analysis – real-time and in-depth historical data recording to provide comprehensive root cause analysis capabilities
- Strategic focus – allow internal IT resources to focus on critical strategic projects and business initiatives

### POWER INTELLIGENT EXPERIENCES

- Context-aware experiences extended with IoT integration
- Predictive insights and visibility for better error detection & remediation
- Continuous learning and evolution to machine learning
- AI-enhanced services based on intelligent data collection and analysis
- Cognitive data analytics to complement human judgement

**WE ARE AND ALWAYS WILL REMAIN A PARTNER OBSESSED COMPANY**