PROFESSIONAL SERVICES

CATALOGUE

WE ARE AND ALWAYS WILL BE
#PARTNEROBSESSED

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ABOUT INSENTRA

WE DARE TO BE DIFFERENT

Insentra is a collaborative IT partner delivering specialised professional and managed services through the IT channel. Our partner-centric model provides the IT partner community direct access to industry expertise in a way that's truly non-competitive.

By transacting exclusively through our partners we ensure we remain 100% partner obsessed.

Insentra's success is based solely on getting the job done for our partners and their customers. We have extensive experience working with partners big and small, across all industry verticals so we can help your business regardless of its size or specialisation.

Partnering with Insentra provides you with:

- Pre-sales assistance at no cost, increasing sales efficiency and helping you retire quota faster.

- A trusted partner with skin in the game. With our 100% non-competitive model your customers will always stay your customers.

- Access to our highly skilled team who provide a safe and experienced pair of hands. This allows you to augment your capabilities and deliver more projects without increasing your bench.

- Indicative pricing for budgetary estimates and high-level project overview within two days of scoping workshops.

- Delivery of a comprehensive Statement of Work within 72 hours of indicative pricing approval.

- Fixed price engagements where we assume the risk to deliver against an agreed Statement of Work. This gives you peace of mind and eliminates cost uncertainty.

- Flexibility to engage our services remotely or onsite with a Fixed Price or T&M approach.

- Predictable margin to your bottom line without carrying the cost.

- Increased opportunities and win conversion by engaging us early.

WE ARE AND ALWAYS WILL BE PARTNER OBSESSED

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HOW TO PARTNER WITH INSENTRA

To ensure we can help your business reach its goals - as our partner - we've developed a simple five step onboarding process.

This process allows us to better understand where our services are needed as well as providing insight into how we operate:

1. INTRODUCTION

Soon after making contact we meet with you to break the ice. During this meeting we develop initial strategies and explore how we can best work together to achieve your goals.

2. EDUCATION

To make sure you know exactly what to expect from a partnership with Insentra, we provide Rules of Engagement, standard Terms and Conditions and a commercial construct to engage.

3. ONBOARDING

Insentra will assign its own partner manager to work with you. They'll meet with you to provide solution assets and training so you fully understand our capabilities and how to engage and leverage us.

4. DEVELOPMENT

From there we'll offer our full support to develop a joint go-to-market-strategy. This includes account planning as well as access to marketing materials and initiatives.

5. ENGAGEMENT

Once we reach step five we're ready to go. We'll introduce you to everyone you need to know at Insentra as customer opportunities present themselves.

PROJECT GOVERNANCE

Providing the right level of governance is essential to ensuring successful project outcomes with constraints in both time and capital. Key to this is the identification, classification and mitigation of risks that could impact the project. Regardless of the scale, complexity and risk profile of a customer's project Insentra can provide the appropriate controls to guide you to the desired outcome. We collaborate with partners and their customers to work towards a successful implementation across all phases of the project.

ENHANCED PROJECT MANAGEMENT

Designed to support projects that are large, complex, high risk, contain multiple streams or are conducted in regulated industries. Enhanced Project Management extends our standard project management offering with additional controls to manage risks and a more robust communications framework. This ensures that partners and customers are fully informed and involved every step of the way through the project.

PROJECT MANAGEMENT

The Insentra Project Manager will collaboratively lead the planning and production of the Insentra deliverables whilst reporting regularly to key customer, partner and Insentra stakeholders on the project health, scope, schedule and the status of key risks, issues, dependencies and decisions. This allows customer, partner and Insentra executive stakeholders to monitor and support the project's delivery.

PROJECT OVERSIGHT

Project oversight provides a basic level of governance to ensure ongoing stakeholder communications and management of project risk. Project oversight's value-focused governance approach provides the minimum set of controls necessary to achieve a successful implementation across all phases of the project.

The Insentra delivery manager will collaboratively work with you and your customer delivery managers to plan and monitor the production of project deliverables. Streamlined exception reporting and timeline management will allow you, your customers and Insentra's executive stakeholders to monitor and support the project's delivery.

CHANGE MANAGEMENT

Successful change management is critical to ensure customers are enabled for and adopt the technology solutions deployed. This enables allows organisations to reduce the time to value and recognise the benefits of their technology investments whilst ensuring effective and controlled adoption across the business.

CHANGE MANAGEMENT (LITE)

Ensure adoption and get real value by using our Change Management Lite, a pack of templates, gotchas and tips and tricks designed to assist with the product deployment and a series of change management meetings to ensure it's used in the correct way.

CHANGE MANAGEMENT (FULL)

The lite service with dedicated change manager and concepts such as the champions program, change management project plan, specific training and more. This can be consumed as a standalone service without a deployment.

TRAINING

End-user training services including train the trainer, champions programs and end-user classroom training delivered through our trusted partners .

PROFESSIONAL SERVICES OVERVIEW

To deliver optimal outcomes for your customers, Insentra's professional services follows a consistent methodology focusing on:

- Health Checks
- Assessments (recommendations and remediation)
- Design (roadmap, high-level and detailed design)
- Implementation (build, transform and upgrade)
- Managed Services

We offer accompanying Managed Services which can complement a successful professional services engagement and add significant ongoing value to your customers.

These services can dovetail into your capabilities to ensure there's no crossover with your existing offerings.

ADVISORY SERVICES

MAPONE

The shift to remote working means almost every organisation is discussing how to 'transform' or 'modernise' their business. Understanding all the moving parts, options, dependencies, stakeholders and security implications can be overwhelming, forcing decision makers into a reactionary response to continuously changing technology requirements or organisational need. In a rapidly changing landscape, it is challenging for leaders and business owners to pause and look inwards to understand what needs to change within the business and more importantly, why.

Insentra created MapOne to help organisations evaluate or develop a plan which will guide the business forward when it comes to adopting technology, by taking into consideration:

- The current situation
- Lessons learned from projects past and present
- Future state requirements
- User experience

MapOne delivers a powerful, insight driven one-page strategic plan, providing an actionable roadmap to success and a clear view of where you need to get to, and how you are going to get there.

WHY MAPONE?

- **Time and knowledge** – Technical teams can get caught up in day to day activities and do not make time to plan strategically, resulting in ad/hoc or reactive actions.

- **Lack of diverse skills** – Some projects may require specialised skills across architecture, cloud strategy, data, governance and security but those skills or advisors do not exist in all organisations and seeking guidance from Vendors is not seen as agnostic.

- **Security** – Understanding where the business risk is right now and putting the right controls in place allows for continuous improvement and measurable risk reduction over time.

- **Expensive resource** – IT Architects are in high demand, but their deepest capabilities are only required periodically, therefore finding and employing them full-time is a costly luxury.

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MODERN WORKPLACE

Insentra's Modern Workplace solutions help partners and their customers to improve productivity and collaboration measurably through technology by enabling employees to work how, when and where they need to. Central to these offerings is ensuring all services are underpinned by four core tenants - innovation, efficiency, choice and security. We enable organisations to move through their Modern Workplace journey at a pace which is suitable for their business whilst ensuring continuous improvement and risk reduction.

We securely deliver the application and desktop experiences customers need to be effective and manage the devices they need to be effective. This allows us to help customers work anywhere, from any device, enabling increased productivity, teamwork, security, and creating more engaged, flexible and productive employees.

CITRIX ANALYTICS

Citrix Performance and Operational Analytics complements our User Experience as a Service (UXaaS) and provides end-to-end assessments and support for performance and operational analytics of client virtual platforms.

CITRIX DIGITAL WORKSPACE

End-to-end assessments, design, implementation quality assurance, and support for hosted virtual desktop solutions, Digital Workspace, Citrix Workspace, Citrix Virtual Apps and Desktops, Citrix Content Collaboration, Citrix Endpoint Management, Citrix Workspace App.

CITRIX ON MICROSOFT AZURE FAST START

The Citrix on Microsoft Azure Fast Start offering is designed to help organisations rapidly stand up an operational Citrix environment in Microsoft Azure to provide secure, user-friendly, high performing and manageable remote access solutions. With this service, customers can quickly and efficiently stand up workloads provisioned and managed by the Citrix Cloud Virtual Apps and Desktops.

DESKTOP ANALYTICS

A service designed to provide the necessary insights into the desktop environment for planning Windows 10 upgrades and managing Windows-as-a-Service. Desktop Analytics enables application and device compatibility assessment with the latest Windows 10 feature updates, Office 365 ProPlus, and a view of device health across your customers estate.

MODERN DEVICE MANAGEMENT

Re-think device management with a modern approach. Deploy devices using Mobile Device Management and Mobile Application Management for Windows 10, macOS, iOS and Android endpoints, streamlining management of your clients environment while increasing security and end-user experience.

REMOTE WORKING READINESS

The remote working readiness assessment is designed to provide a collaborative workshop to evaluate aspects of remote working and to answer questions to assist in the formation of a vision for a viable remote working solution.

WINDOWS 10 AND OFFICE

Assess, upgrade and deploy Windows 10 Enterprise and Office applications across the environment with a view to staying current. Includes Windows 10 Enterprise features and deployment.

WINDOWS VIRTUAL DESKTOP FAST START

Windows Virtual Desktop (WVD) is a comprehensive desktop and app virtualisation service offering running in the cloud. The WVD Fast Start provides a scalable Virtual Desktop Infrastructure (VDI) delivering simplified management, multi-session Windows 10, optimisations for Office 365 ProPlus and support for Remote Desktop Services (RDS) environments all deployed within days.

OUR VENDORS

CITRIX®

Microsoft

IGEL®

LOGINVSI
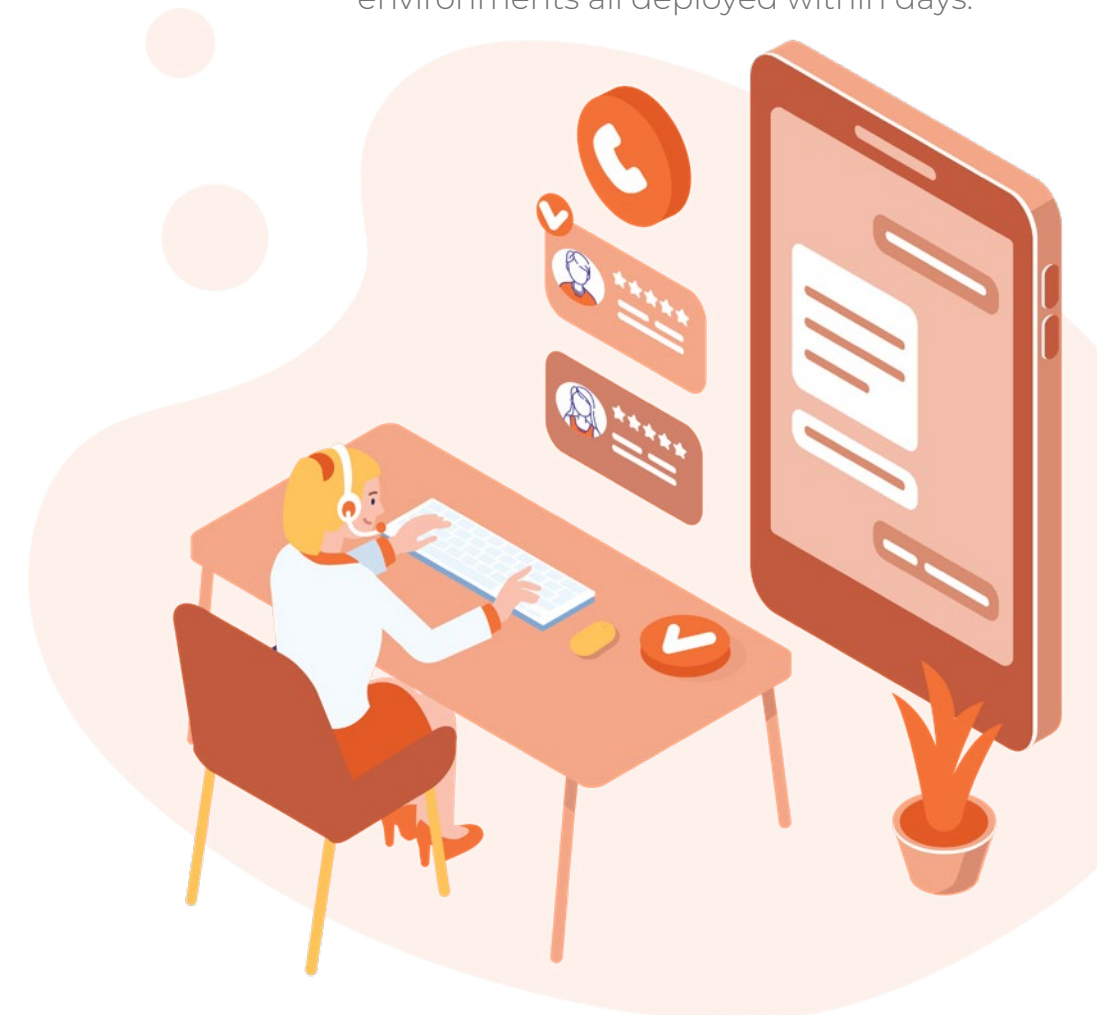
SECURE WORKPLACE

Insentra works with partners and their customers to ensure their cybersecurity solution is fit for the multi-cloud and hybrid ecosystem. We reduce the threat of security breaches or potential information leakage or data loss by reducing the attack surface for users, devices, and information estates by giving your customers the assets and solutions to enable a secure workplace where employees can work from anywhere on any device in a compliant, trusted, and secure manner with information governance controls and policies in place.

CONDITIONAL ACCESS

We can provide assessment, design, and implementation of Conditional Access policies to protect access to corporate resources and applications, enforcing Multi-Factor Authentication for risk based location access or unusual login activity.

ENCRYPTION

Design and implementation of encryption solutions to protect the confidentiality and integrity of customer data.

ENDPOINT DETECTION AND RESPONSE

Design, implementation, and management of Endpoint Detection and Response platforms as an outcome from our "Identity Driven Security" strategy to protect against advanced threats, malware, and ransomware. Design and implementation of a secure endpoint strategy with disaster recovery capabilities.

IDENTITY DRIVEN SECURITY

Identity driven security means delivering secure outcomes across many sectors in the business including but not limited to people, devices, cloud services, information protection and governance. Starting from the ground up Insentra can discover, design, implement and manage a secure source of identity at the heart of everything.

INFORMATION PROTECTION

Discover and manage sensitive, classified, or compliance specific information, understand risks within and external to the business through discovery, design, implementation, and documentation of an information protection platform. Discover who has access to what and more importantly why. Gain control over unlimited sharing and access to your clients information estate.

MAIL FILTERING

Design and implementation of a solution to protect mail flow from malware, spam and content violations.

MICRO-SEGMENTATION/HOST-BASED INTRUSION PREVENTION

Design and implementation of agent-based micro segmentation to mitigate against zero-day threats and malicious attacks on critical infrastructure.

SECURITY ASSESSMENTS

Packaged services for review of Microsoft 365 entitlements, security, consumption, and advice on how to leverage more of the Enterprise Mobility and Security capabilities whilst reducing risk.

SECURITY ORCHESTRATION, AUTOMATION AND RESPONSE (SOAR)

Design and implementation of a SOAR solution capable of threat and vulnerability management, security incident response and security operations automation (orchestration).

SHADOW IT

Discover how data is being created within the organisation and shared externally, understand SaaS platforms in use and extend information protection into the cloud. Remove risks associated with data leaving the organisation and ensure data classification or policy is adhered to. Integrate Cloud access security brokers into an information protection strategy or existing platform through discovery, advisory, and implementation services.

TORSION – INFORMATION GOVERNANCE

Achieve compliance by first understanding who has access to what information and why by adding Torsion Security. Remove the ability to share information without an understanding as to the reason why and put the control over information access back in the hands of the business. Having information protection integrated into a compliance platform dramatically reduces risk. Design, consulting, and implementation of an integrated discovery and management platform forms the foundation of our approach to achieving and maintaining compliance. Refer to Value Add Software Solutions for more detail on Torsion.

WEB SECURITY IMPLEMENTATION

Design and implementation of security solution(s) to mitigate the risk of web-based threats.

OUR VENDORS

MODERN DATA CENTRE & CLOUD

To ensure the journey to the cloud is successful, and consumption of existing SaaS cloud offerings is cost-effective and secure, Insentra provides high-value architect services. This is a critical step in our approach to helping our partners and their customers reduce risk, achieve a faster Time to Value and Return on Investment, whilst ensuring compliance when using, or switching to, cloud services. Transforming from traditional data centres to cloud-based services requires a demanding process of due diligence with specialised and diverse skillsets across private cloud, public cloud and SaaS. Insentra can provide the right capability to ensure a successful outcome.

CITRIX NETWORKING

End-to-end assessments, design, implementation , quality assurance, and support of Citrix ADC, Citrix Application Delivery Management, Citrix Gateway, Citrix SD-WAN, Citrix Secure Web Gateway, Citrix Web App Firewall, and Intelligent Threat Management.

CLOUD BACKUP

Leverage cloud backup for existing backup and recovery platforms or get rid of legacy backup environments and move to resilient and highly scalable cloud backup.

CLOUD STORAGE MIGRATION AND OPTIMISATION

A service which includes discovery, design, implementation, consolidation, modernisation, and storage configuration.

CLOUD VOICE

Deploy cloud voice using Direct Routing for Microsoft Teams and integrate your clients Teams client into the Public Switched Telephone Network (PSTN) allowing you to make and receive calls, set up auto-attendants and call queues and move voice infrastructure to the cloud.

CLOUD WORKLOAD MATURITY ASSESSMENT

A transformation to the cloud comprising of the following steps: discovery, design, tenancy configuration and optimisation (including cost optimisation), health check and advisory.

CLOUD WORKLOAD OPTIMISATION

An automation service including process discovery, workshops, design, implementation, runbook creation, test and acceptance, health checks and upgrades.

CONTAINER WORKLOADS

Design and implementation of microservices utilising container technologies. Service also involves design and migration of single node containers and or container orchestration platforms including Kubernetes and OpenShift.

DISASTER RECOVERY SERVICES

Build and test a full disaster recovery solution using modern cloud computing technology including local high availability (clustering, high performance file systems, global HA, multi-cloud failover and recovery automation).

OUR VENDORS

CITRIX®

Microsoft

Red Hat

skykick

VERITAS™

EFFICIENT INFRASTRUCTURE MANAGEMENT

Platform and standard operating environment management including design, implementation, health check and upgrade services (Red Hat and Microsoft).

EMAIL MIGRATION

Safe, robust migration of mission-critical email workloads into Office 365 or Exchange Server from almost any source platform.

EXCHANGE ON-PREMISES

Deploy or upgrade to the latest version of Microsoft Exchange Server in your clients chosen data centre.

FILE SHARE MIGRATION

Migration of the following: home drives, shared drives, SAN/shared storage, to SharePoint, OneDrive and Teams or to tiered cloud storage.
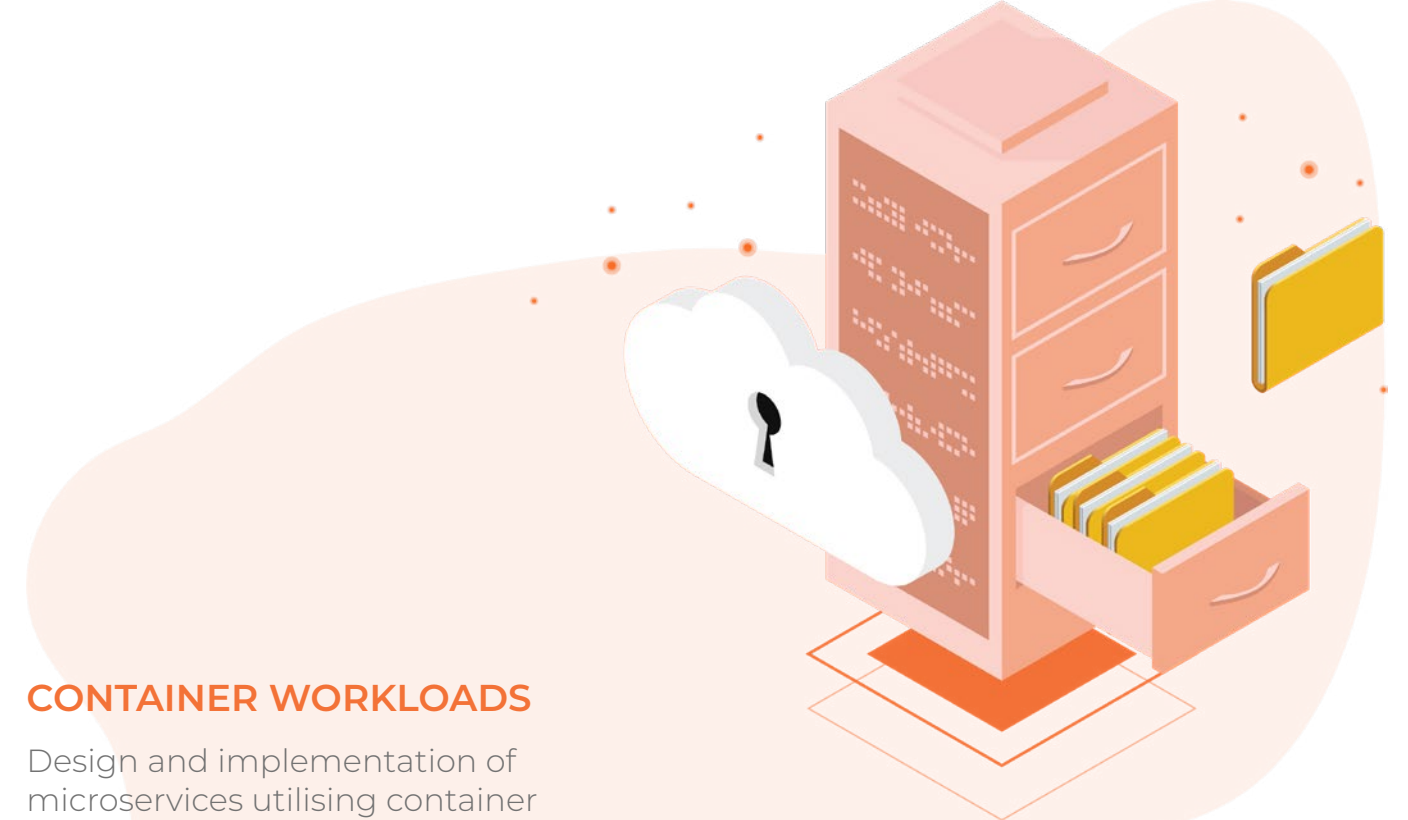
MODERN DATA CENTRE & CLOUD

IDENTITY FOUNDATION

Deploy an identity solution with a focus on security and end-user experience including Single Sign-On to third party applications, secure conditional access scenarios and self-service password reset capabilities.

IDENTITY MANAGEMENT

Unification of Identity across on-premises AD, cloud, opensource, and operating system platforms. Insentra can provide design, implementation, configuration and integration services for IdM across many platforms including containerisation.

MICROSOFT TEAMS FAST START

Many organisations are rolling out Microsoft Teams for collaboration and meetings to support a remote workforce. The Microsoft Teams Fast Start offering is designed to provide rapid establishment of a Teams environment to ensure the correct framework is implemented for the rollout. We can enable a Microsoft Teams deployment for your customer in days.

The Fast Start offers two services:

- General Teams setup and enablement
- Teams Governance Fast Start

MULTI-CLOUD PLATFORM MIGRATION

This service involves moving a set of workloads or services from one platform to another, such as Microsoft Azure, Google Cloud Platform (GCP) and Amazon Web Services (AWS).

OFFICE 365 MIGRATIONS

Move your customers business to Office 365. Where clients have already partly migrated, we offer a Good to Great strategy to make use of everything your client owns with best practices in mind.

OPEN SOURCE PRIVATE CLOUD

Cloud migration and optimisation services, health checks, advisory, remediation services, design, implementation, upgrade and migration from existing virtualisation platforms to Red Hat Enterprise Virtualisation (RHEV), OpenShift, or OpenStack.

SHAREPOINT MIGRATIONS

Migration of SharePoint environment to customer's cloud services or a newer version of SharePoint.

TENANT TO TENANT MIGRATIONS

Mergers, acquisitions or divestitures are becoming increasingly common. This service enables customers to quickly and easily move from one Office 365 tenant to another.
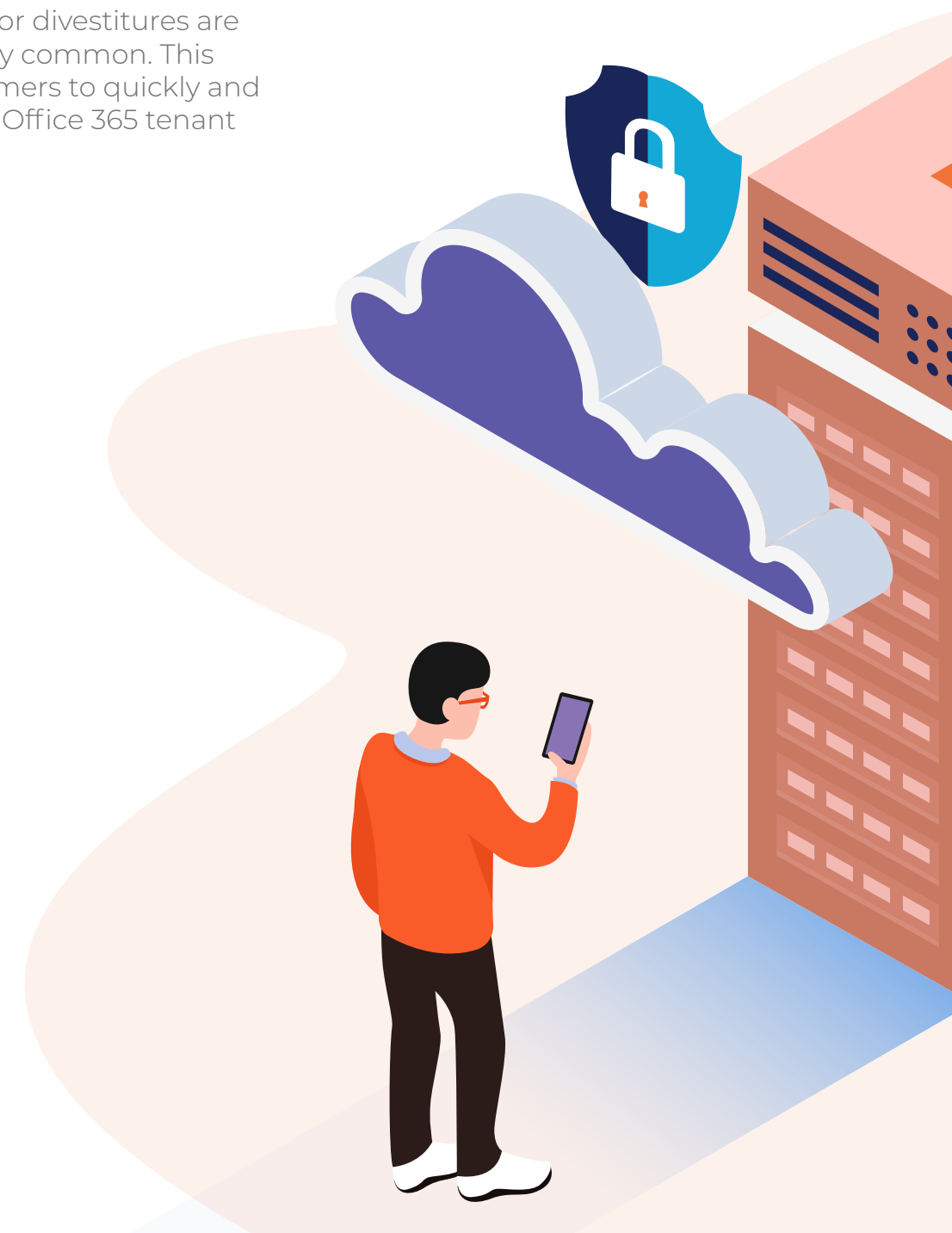
OUR VENDORS

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Red Hat

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VERITAS

ARCHIVE DATA MIGRATIONS

Insentra provides automated solutions for migrating structured and unstructured data between many different archive platforms, including email, collaboration solutions and storage. Core to this capability is ensuring all data is moved with minimal impact to users, in a legally defensible fashion, whilst guiding customers through the change management process as quickly as possible. We follow a proven methodology for all projects regardless of size, enabling us to deliver engagements for a fixed price with a guaranteed outcome.

EMAIL ARCHIVE MIGRATION

Migration of a variety of third-party archive platforms into cloud services or on-premises archives. Migrations are automated and fully managed end-to-end whilst maintaining chain of custody.

FILE SYSTEM ARCHIVE MIGRATION

Assessment of existing file system storage and information lifecycle, followed by automated managed migrations from third-party file system archives onto customer's preferred storage platform.

PST CONSOLIDATION

Eradication of the PST problem begins with a discovery of all PSTs in a customer's environment followed by a collection, transformation, and consolidation into either cloud services or on-premises Exchange or archive platforms.

PUBLIC FOLDER ARCHIVE MIGRATION

Public folders have been depracted and many organisations are actively moving away from using them. Removing dependency on public folders requires an automated managed migration of third party archive data into cloud services or Exchange on-premises.

OUR VENDORS

akaibu

ARCHIVE360

Datadobi

DATATRUST SOLUTIONS

Globanet

Microsoft

Quadrotech

TransVault
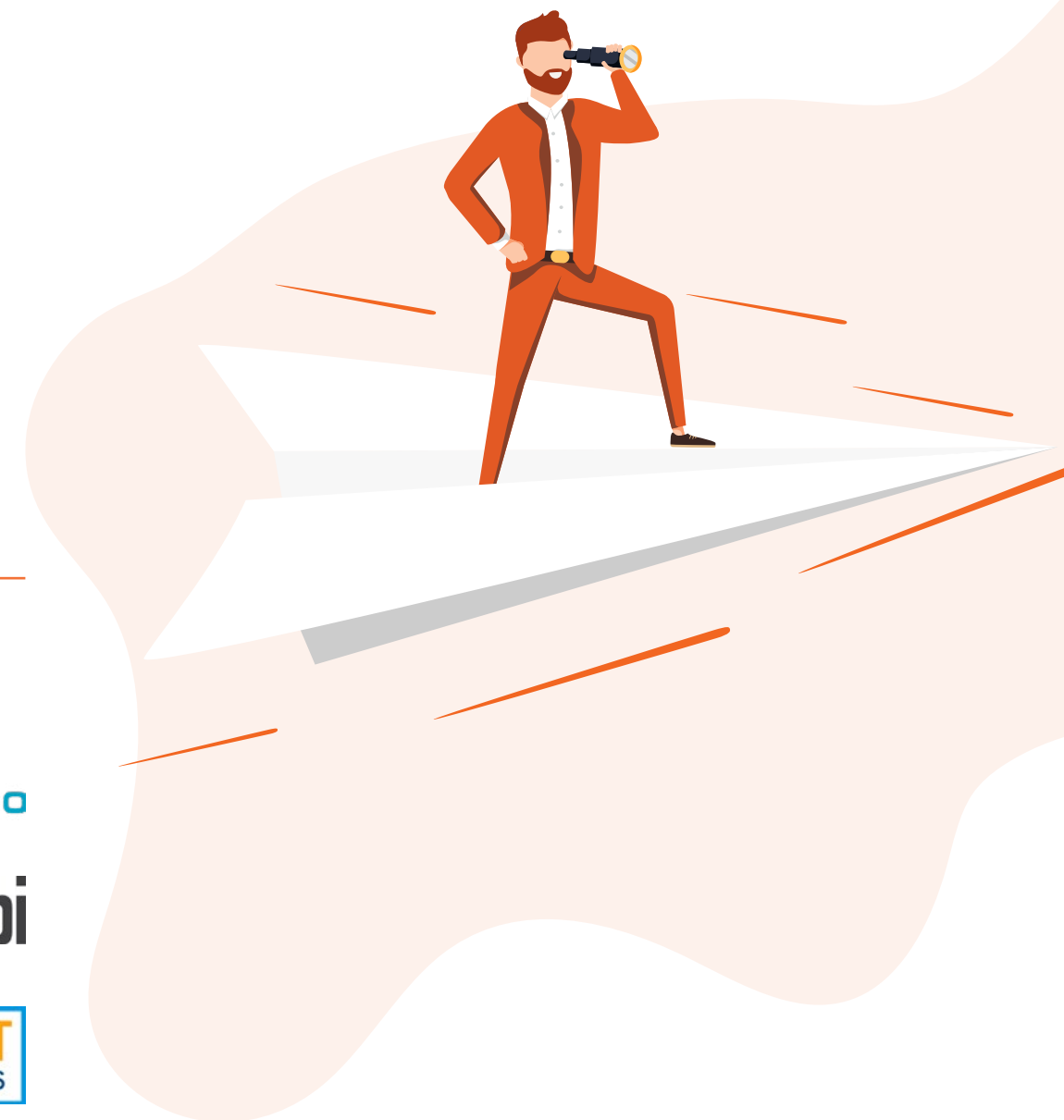
MICROSOFT FASTTRACK SERVICES

FastTrack is a Microsoft funded program to help customers adopt Microsoft 365, Office 365 and Enterprise Mobility and Security. The program is delivered by Microsoft certified Insentra consultants who work with organisations to customise a road map for the business which include both technical implementation and user adoption to help overcome hurdles. Insentra was one of six Microsoft foundational FastTrack partners and has delivered FastTrack services for over four years. With extensive experience in managing thousands of workloads across more than 500 clients, Insentra's FastTrack consultants are among the most experience in Microsoft's global ecosystem.

If your customer has over 150 Office 365 licensed seats then they are eligible for FastTrack for the life of their subscription. Leveraging the Microsoft funded FastTrack services provides:

1. Access to a dedicated FastTrack consultant to answer questions or queries
2. Faster onboarding and adoption of Office 365 workloads
3. Education on new features and functions
4. Ability to provide feedback to Microsoft to improve products

FastTrack delivers all its engagements with a proven methodology:

1. INITIATE

- A FastTrack Consultant will work with your customer to get an understanding of the outcomes they want to achieve
- We discuss how they can maximise business value from existing O365 or M365 licensing by driving higher service usage

By collaborating with your team and understanding the customers requirements, the FastTrack consultant will create a Success plan tailored to their organisation.

2. ASSESS & REMEDIATE

Issues and obstacles are all part of the local environment process. Our crew of FastTrack consultants leverage their experience with hundreds of organisations to help guide customers through identification, analysis and remediation of these issues. Checkpoints and a progress plan can be arranged and monitored to ensure everything your customers need is ready for the service migration.

3. ENABLE

With all remediation tasks reviewed and resolved, workloads can be enabled.

- **Stage 1** - configuration of core infrastructure for service consumption
- **Stage 2** - provision of online services
- **Stage 3** - conduct activities to drive usage

4. MIGRATE

If your customers have more than 500 entitlements, they can leverage FastTrack's Data Migration Services to migrate on-premises email and file share content to Office 365.

VALUE ADD SOFTWARE SOLUTIONS

Insentra works with niche vendors from around the globe to bring complementary software solutions to market. As the master distributor for these vendors we act as the vendor in-country and provide our partners with on the ground presales, marketing and support services, and ensuring they have access to the software solutions to sell to their clients. These software solutions can be purchased as software only, or with professional services included.

NULIA

Nulia is the first of its kind SaaS platform which enables organisations' end-users to better use the Office 365 (O365) productivity suite. Core to Nulia is the ability to measure how users interact with the O365 platform giving organisations visibility into how and if the productivity suite is being used as intended and complements traditional Change and Adoption Programs.

It is the measurement capability which empowers organisations to enable end-users through engagement, guiding users to attain and maintain new skill sets within O365. Nulia provides the ability to assign users or groups of users with outcomes or skills which need to be achieved to ensure they are appropriately upskilling and using the platform as intended. Unlike with traditional methods of training, Nulia Works has the ability to monitor behaviours in the background so the platform continuously measures usage to ensure skills are maintained and alerts are in place for when there is regression.

IGEL

Any organisation which has an existing virtual desktop environment, is implementing a virtualised desktop solution or moving from on-prem to the cloud and in need of a fully-managed cloud workspace, should be working with IGEL – the market-leader in simple, smart and secure end-point workspaces.

IGEL is a lightweight thin-client Edge Operating System (OS) which runs on any x86 endpoint, connects to any virtual desktop solution and is managed by a dedicated management server. IGEL OS is a simple, smart and secure way to turn your existing hardware or new low-cost hardware into thin clients to reduce hardware costs, management overhead and increase compatibility with VDI solutions.

IGEL is the preferred and recommended end-point software for Citrix, VMware and Microsoft Windows Virtual Desktop (WVD) and provides seamless access into Microsoft Azure, AWS and Google Cloud.

IGEL enables many different scenarios including hardware refresh, disaster recovery, BYOD, GDPR, WVD or any virtualisation project and move to VDI.

Some benefits which Nulia provides to organisations:

- ✔ Improve ROI of Office 365
- ✔ Increase O365 adoption across all applications
- ✔ Increase productivity through better online collaboration
- ✔ Reduction in shadow IT

Key features:

- ✔ IGEL is updated regularly and has a large ecosystem of vendors
- ✔ Simple management – reducing overheads while managing endpoint fleets with drag and drop management, shadowing, and simplicity
- ✔ Security – IGEL is a thin, read-only OS with a small attack surface and enterprise grade security

VALUE ADD SOFTWARE SOLUTIONS

TORSION

Organisations have millions of files, multiple systems, and many staff. What someone needs access to today, may be different to what they need tomorrow, users are granting access everywhere. External sharing, file-level permissions, ad-hoc collaboration, manual processes, and IT tools all struggle to keep up. Access to information quickly gets out of control.

Torsion solves the problem by putting file access governance back in the hands of the data owners (the business functions) and replaces the "share" button in SharePoint with "share with Torsion", which forces users to provide a "reason for sharing" and a "duration" to allow access. Torsion also scans SharePoint, OneDrive, File shares, etc. and determines who "should" be the rightful owner based on interaction with the data and will then poll the individual to take ownership and "confirm or remove permissions" for all users with access. Without Torsion, the responsibility for who has access falls to IT and they are not best placed to know who should access what and try to solve the problem with AD Groups or metadata tools.

Torsion is a practical solution for:

✔ Modern data access governance

✔ Improve data security

✔ Cloud-first, and supports on-premises

✔ Focused on users

✔ Simplify compliance

✔ Minimal dependence on IT admins

✔ Enabled by machine learning

LOGIN VSI

LoginVSI Enterprise Edition is for all organisations using centralised virtual desktop environments to provide productivity and business applications to their end-users to protect VDI performance and availability using a unique combination of Login VSI's synthetic load-testing and Login PI's continuity testing capabilities, helping enterprises to design, build and maintain VDI environments that provide an optimal End-User Experience.

Login VSI is especially suited for:

✔ Building a well-performing VDI or RDSH Infrastructure

✔ Application Performance Management

✔ Change Impact Validation

✔ Remote User Testing

✔ Service Level Agreement Verification

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Amazon Web Services AWS IaaS	Modern Data Centre & Cloud
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Archive360 FastCollect For Archives	Archive Data Migrations
Archive360 General	Archive Data Migrations
Citrix ADC (NetScaler ADC)	Modern Data Centre & Cloud
Citrix Analytics	Modern Workplace
Citrix App Firewall (formerly NetScaler App Security or NetScaler AppFirewall)	Modern Data Centre & Cloud
Citrix Application Delivery Management (NetScaler Management and Analytics System)	Modern Data Centre & Cloud
Citrix Cloud	Modern Workplace
Citrix Content Collaboration (ShareFile Integration)	Modern Workplace
Citrix Endpoint Management (XenMobile)	Modern Workplace
Citrix Files	Modern Workplace
Citrix Gateway (NetScaler Gateway or NetScaler Unified Gateway)	Modern Data Centre & Cloud
Citrix Hypervisor (XenServer)	Modern Data Centre & Cloud
Citrix Intelligent Traffic Management	Modern Data Centre & Cloud
Citrix SD-WAN (formerly NetScaler SD-WAN)	Modern Data Centre & Cloud
Citrix Secure Web Gateway (formerly NetScaler Secure Web Gateway)	Modern Data Centre & Cloud
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DataTrust Cloud Storage Manager	Archive Data Migrations
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DataTrust LiveMigration for IBM FileNet P8 Software	Archive Data Migrations
DataTrust ONEPASS optical migration	Archive Data Migrations
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SKILL	COVERED UNDER
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Globanet Classify	Archive Data Migrations
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Microsoft PowerShell	Modern Data Centre & Cloud
Microsoft Scale Out File Server	Modern Data Centre & Cloud
Microsoft SharePoint Online	Modern Data Centre & Cloud
Microsoft Skype for Business Online	Modern Data Centre & Cloud
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Microsoft Windows Server - General	Modern Data Centre & Cloud
Microsoft Windows Server - RDP	Modern Workplace
Microsoft Windows Virtual Desktop	Modern Workplace
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Nulia Works - configuration	Modern Data Centre & Cloud
Quadrotech Archive Shuttle	Archive Data Migrations
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RedHat Idm	Modern Data Centre & Cloud
RedHat Insight	Modern Data Centre & Cloud
RedHat OpenShift	Modern Data Centre & Cloud

SKILL	COVERED UNDER
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SkyKick Migrate	Modern Data Centre & Cloud
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Symantec Control Compliance Suite	Secure Workplace
Symantec Data Center Security/Critical System Protection	Secure Workplace
Symantec Data Loss Prevention	Secure Workplace
Symantec Endpoint Protection	Secure Workplace
Symantec Endpoint Protection Cloud	Secure Workplace
Symantec Endpoint Protection for VDI	Secure Workplace
Symantec Mail Security for Microsoft Exchange	Secure Workplace
Torsion IS Torsion	Secure Workplace
TransVault Insight	Archive Data Migrations
TransVault Migrator	Archive Data Migrations
TransVault Public Folder Exporter	Archive Data Migrations
Veritas Access (Including Appliance)	Modern Data Centre & Cloud
Veritas Cloud Mobility	Modern Data Centre & Cloud
Veritas Cluster File System	Modern Data Centre & Cloud
Veritas E-Discovery	Modern Data Centre & Cloud
Veritas Enterprise Vault	Modern Data Centre & Cloud
Veritas Flex Appliance	Modern Data Centre & Cploud
Veritas Infoscale Enterprise	Modern Data Centre & Cloud
Veritas Infoscale Storage	Modern Data Centre & Cloud
Veritas NetBackup	Modern Data Centre & Cloud

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