



Citrix Solution

Case Study

At a glance

Business

Charity

Industry

Not-for-profit organisation

Business Challenges

Fresh Hope has several critical business systems utilised by staff in multiple locations across NSW. The old application delivery management system was based on Citrix XenApp, however, presented with several issues:

- ✓ Intermittent outages in access to business systems due to aging environment
- ✓ Suboptimal infrastructure design to meet current demands
- ✓ Lack of confidence overall in the ability of the solution to deliver for the business moving forward.

Fresh Hope engaged experteq to assist in finding alternative solutions that would deliver a reliable, secure and fast performance for critical business systems.

The Problem

The existing solution had a number of challenges including:

- ✓ Performance issues across critical business systems resulted in the environment being unavailable for up to 2 hours per day. This was identified by Fresh Hope to be a major cost to the business
- ✓ Executive staff identified Citrix technology as the cause of the issues and requested an immediate replacement solution. IT investigated several alternate options that were prohibitively expensive
- ✓ Staff were frustrated and dissatisfied with the current environment
- ✓ The environment was running on aging hardware (6 years+) that lacked

the power to meet current performance requirements. The hardware platform had not been optimally maintained

- ✓ VMware infrastructure was outdated, was no longer in support and had not been optimally maintained
- ✓ The Citrix XenApp environment was poorly configured and was several versions out of date. Its original design was inefficient and suffered from single points of failure. It also had not been optimally maintained
- ✓ Technical and Operational documentation was minimal across major operational IT platforms

The Approach



- ✓ experteq reviewed the existing environment with a view to recommending the optimum solution to meet business needs and deliver maximum return on the current investments. A detailed analysis of the legacy Application Delivery Management solution showed that updating and tuning the current Citrix solution would meet all the business requirements. Cloud, on-premise and hybrid options were considered and, due to the location of the critical business applications, an on-premise solution was chosen.



The Solution

experteq worked with IT staff to address the challenges and devised a new design and upgrade for the existing environment which was considered the most cost-effective solution for Fresh Hope. Executive staff were hesitant to support this option but trusted IT to deliver to requirements. The Solution included:

- ✓ Server hardware refresh which brought about consolidation of datacentre rack space, licenses, and power as well as a significant performance increase
- ✓ Fresh build of VMware infrastructure was completed ahead of schedule and provided a stable, high performance, highly available platform from which to grow
- ✓ A new Citrix XenApp environment was designed and built replacing the older one, delivering a modern user experience with maximum performance and reliability

- ✓ All system design and environment builds were fully documented for support and future reference, and are strictly maintained
Single points of failure in the old environment have been cost-effectively replaced with highly available, multi-site, DR-ready solutions
- ✓ experteq provides ongoing support through “augmented” support/management services that supplement Fresh Hope’s IT staff and underpin a partnership that delivers maximum availability, security and performance of the environment for Fresh Hope staff
- ✓ experteq’s Automated Patch Management Service has been implemented for ongoing critical updates
- ✓ experteq’s Continuous Improvement Program has been leveraged to ensure that, as issues are identified, they are rearchitected into a better solution rather than addressed as “spot fires”

The Outcome



- ✓ The feedback from staff to IT about the new solution has been encouraging. Staff are more satisfied with the stability, reliability, and performance. The business is pleased with the efficiency, security, and high-availability of the solution, as well as the projected return on investment. IT has deployed a long-term platform that will support application delivery & management for the next 5 years and is focusing on delivering important new services for the business this year.





Why experteq?

✓ Heritage

Over 30 years of rich history and proven success, with a solid foundation backed by well-established organisations.

✓ Security

We're highly regarded for the way we secure and protect our clients' IT systems and infrastructure and for how we help ease their transformation journey to digital success.

✓ Reliability

Our customers consider us a 'safe pair of hands', because we're reliable and dependable in the delivery of robust solutions and services.

✓ Compliance

We're highly skilled in compliance and enable our customers to meet the ever-changing compliance requirements.

✓ Expertise

Our team brings the skills, knowledge and systems that distinguishes us from others.

✓ Collaboration

We collaborate closely with our clients and have also achieved prestigious status with our technology partners.

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