



Project success story

Citrix XenApp Upgrade

Industry

Non-profit organisation

Employee

1,001 - 5,000

This NSW non-profit organisation has staff in multiple locations who regularly access critical business systems. They required us to implement solutions that would improve the reliability, security and performance of their system environment.

Challenges



- ✓ Intermittent outages for access to business systems due to an ageing environment (more than six years)
- ✓ Suboptimal infrastructure was unable to perform and meet current requirements
- ✓ The existing Citrix XenApp environment design was inefficient, poorly configured
- ✓ VMware infrastructure was outdated, and had not been maintained

Benefits



- ✓ The platform provides a modern user experience that is reliable and performs well
- ✓ Continuous Improvement Program ensures that issues are re-architected into better solutions
- ✓ Staff are more satisfied with stability, performance and reliability
- ✓ Improved efficiency, security, and high-availability of the solution
- ✓ Long-term support of application delivery and management for the next five years

Solutions



- ✓ Conducted a server hardware refresh to increase performance
- ✓ Fresh build of the VMware infrastructure
- ✓ Designed a unique Citrix XenApp environment delivering a modern user experience
- ✓ Provided ongoing support through augmented services
- ✓ Implemented expertq's Automated Patch Management Service for critical updates



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