

# Citrix Infrastructure Health Check

## Why perform a health check on Citrix infrastructure?

Citrix infrastructure deployment relies on multiple layers of integration such as Hypervisors, Network, Compute, Storage, Applications, Windows Updates, and Profile Management. Much like your car needing an oil change, without proper maintenance, the Citrix environment may eventually have issues that need to be addressed. If you are asking yourself any of the following questions, e360 can perform a Citrix Infrastructure Health Check:

- Has my organization maximized the use of our Citrix investment?
- Why are users complaining of slow logins?
- Why are users experiencing slow performance?
- Is my environment optimally configured for my organization's current requirements?
- What can I do to improve my user or administrator experience?
- Have you added more users or more apps, without understanding the impact?
- How can we improve the Work-From-Home/remote user experience?

A Citrix Infrastructure Health Check performed by e360 will review those questions and more by identifying early (or existing) warning signs of performance issues and discussing new best practices to help optimize user and administrator experiences. The result is a holistic report, created by e360 VDI experts, detailing issues and recommendations identified for improvement of your Citrix infrastructure.\*

\* The remediation of the issue and tasks outlined in the recommendation can be performed by the client or by e360 Services with a separate Scope of Work.



\*\* Citrix Netscaler SDX deployments will require additional time.

## What does e360 do during a Citrix Infrastructure Health Check?

During an e360 Citrix Infrastructure Health Check, our VDI experts will review the critical aspects of your Citrix infrastructure deployment to ensure it is fully optimized. Data will be gathered using hard (configuration/metrics) and soft (interviews) measuring methods to ensure a full 360-degree review of your deployment. The resulting report (and optional Executive Management Report) will identify issues and outline recommendations.

In addition, if there are any currently known issues in the environment, they should be discussed during the scoping of the engagement to ensure the data is properly captured and can be focused on during the health check.

The list below covers the components of the Citrix infrastructure deployment that will be reviewed:

- Citrix DaaS (Service or On-premises)
- Image management – Citrix App Layering, Provisioning Server (PVS) or Machine Creation Services (MCS)
- Citrix NetScaler/Citrix Gateway Service
  - Version, SSL certificate security, Authentication/Authorization
- Profile Management – Citrix User Profile Management (UPM) or Microsoft FSLogix
  - Login time, storage performance, Outlook cache
- Workload Performance
  - On-premises: hypervisor (VMware ESX, Nutanix AHV, Citrix Hypervisor)/compute/storage, Cloud: Azure/AWS/GCP, Scalability, Performance issues
- User Experience
  - Profile performance, application performance, workload performance
- Resulting deliverables include:
  - Word document
    - o Executive summary of most critical issues/ recommendations
    - o Technical recommendations with Risk/Benefit ratings and estimated time
  - (optional at additional costs) Executive Management - Powerpoint summary

### EXAMPLE #1:

Citrix Infrastructure Health Check (1 Week)

- 1 Citrix Virtual Apps and Desktop site/zone
- 2 Citrix NetScaler VPX/MPX\*\* HA Pair (if applicable)
- 1 PVS Farm (if applicable)
- Up to 3 images (PVS or MCS)

### EXAMPLE #2:

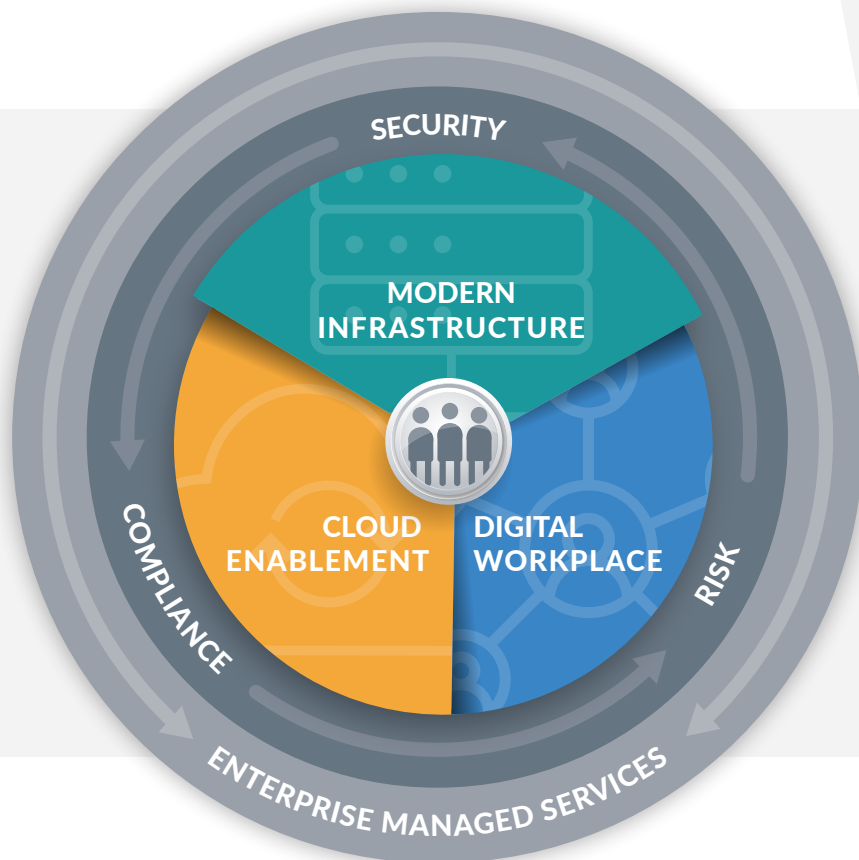
Citrix Infrastructure Health Check (2 Weeks)

- 2 Citrix Virtual Apps and Desktop site/zone
- 4 Citrix NetScaler VPX/MPX\*\* HA Pairs (if applicable)
- 2 PVS Farm (if applicable)
- Up to 3 images (PVS or MCS)

e360 can completely customize the Citrix Infrastructure Health Check to suit all of your needs. Please contact your account executive or [sales@e360.com](mailto:sales@e360.com) to discuss.

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As an e360 client, you gain access to a team of talented and experienced professionals who are committed to solving your most complex business and IT challenges — both inside and out of the cloud.



## e360 Professional Services

We offer technology solutions that power modern businesses. We weave security and compliance into our services to help minimize risk to your business operations and reputation.

### Our Partnerships and Certifications

e360 values the long-standing strategic partnerships we've established with a select group of the world's leading technology providers. To that end, we earn and maintain the highest level of recognition possible with each partner. Collectively, our engineers and consultants hold more than 1,000 industry and technology certifications from our partners.

We approach every client engagement from a vendor neutral perspective, assuring our focus is on objectively addressing your business goals and technology challenges.

### Why Choose e360?

e360's ethos of being people-focused is at the foundation of how we've built our company. For more than 30 years, we've worked hard to earn our clients' trust by acting with integrity and empathy. We have more than 200 consultants, engineers, and sales professionals with decades of experience and impressive credentials.

By working with us, you'll get unparalleled service and support from a team that delivers value by innovating strategies and solutions to bring people and technology together in a way that will propel your business forward.