Citrix XenApp &/or XenDesktop Design & Implementation

Remove risk and uncertainty from the implementation of Citrix XenApp and/or XenDesktop with this solution

Total will provide you with the technical expertise plus relevant software and hardware to achieve a successful implementation of XenApp/XenDesktop. You benefit from a trouble-free implementation, thoroughly researched and tested, expertly designed and aligned to your business needs, with detailed documentation and a face-to-face knowledge transfer.

Why would you want it?

Virtualising applications (XenApp) and desktops (XenDesktop) is the answer to many organisation’s end user computing needs.

But while XenApp/XenDesktop offer many productivity and flexibility benefits desktop change is inherently risky: shortcomings are highly visible, throughout the organisation, and there are many potential pitfalls for the inexperienced.

You can remove risk and uncertainty from your project with Total’s Citrix XenApp and/or XenDesktop Design and Implementation solution. You will benefit from Total’s expertise and experience, giving you:

- a trouble-free implementation
- with a reference architecture adapted to your needs
- a thoroughly researched and tested design

What Total do

A Citrix XenApp &/or XenDesktop Design & Implementation project is typically composed of eight stages, although for simple or small implementations some of these may be circumvented.

As part of Total’s non-chargeable (pre-sale) work a consultant will discuss your requirements in order to produce a high-level solution design and formal proposal. The first two stages of the design and implementation project confirm the validity of the assumptions inherent in this.

At a glance

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<td>• A management sponsor</td>
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<td>• Availability of technical stakeholders</td>
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<td>• Administrator systems access</td>
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<td>Key benefits</td>
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<td>• Total’s expertise &amp; experience</td>
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<td>• Trouble-free implementation</td>
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<td>• Reference architecture</td>
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<td>• Thoroughly researched &amp; tested</td>
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<td>• Proven delivery methodology</td>
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<td>• Detailed documentation</td>
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<td>• Structured, F2F handover</td>
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1 Discovery and analysis

Detailed discovery and analysis will verify and extend Total’s understanding of your needs. A consultant will review your business requirements and conduct a discovery exercise, to understand applications
deployed and current usage, application compatibility testing and determine application packaging requirements.

2 Design
Total will reassess the high-level design, in the light of the discovery findings, and develop a detailed architectural design and project delivery plan.

3 Pilot
Total will build a proof of concept environment for trial use by a representative group of users. This provides a controlled environment in which to identify, and resolve, any potential issues and verify the performance and scalability of the design by simulating full-scale, production user workloads.

4 Build
Total’s consultant will, if necessary, revise the design based on learnings from the pilot stage and then develop and implement the production environment.

5 User Acceptance Testing
This stage involves a fully functional test of the newly implemented production environment and all applications by a representative subset of the user base.

6 Service transition
Total will ensure that the service delivery team, whether in-house or outsourced, are equipped with the knowledge they need to manage your new Citrix environment. This knowledge transfer usually focuses on third line staff, but can be extended to include second and first line staff, and also includes provision of all build documentation.

7 Migration
Users are migrated to their new Citrix environment and, where contracted Total’s business-as-usual (BAU) support commences. Responsibility for user migration will be agreed prior to project commencement but many customers wish to undertake some of this work with guidance from the Total consultant.

8 Project closure
As well as concluding any final actions, this stage involves a formal review of the project as part of Total’s CIP (Continuous Improvement Process) programme.

Prerequisites
A successful project requires a management sponsor and facilitator, the availability of relevant technical stakeholders and administrator access to relevant systems.

Why Total?
Total is highly regarded for its Citrix expertise. Each of Total’s Citrix consultants combine years of Citrix experience with expertise in multiple Citrix technologies and, in most cases, individual certification to the highest level (Citrix Certified Expert). They also have the breadth of knowledge necessary to understand and anticipate dependencies with your broader infrastructure.

Additionally, one of Total’s senior technical experts sits on Citrix’s invitation-only Partner Technical Expert Council (PTEC) – restricted to around 40 of Citrix’s most expert partners from throughout EMEA.

Total has successfully undertaken Citrix projects for public and private sector organisations ranging in size from a hundred up to many thousands of users. Total’s highly sought after Citrix consultants regularly undertake projects for Citrix Consulting and well-known IT service providers.

Total is a Citrix Gold Solutions Advisor: this is one of the top two tiers of the Citrix partner programme with inclusion at the highest level based on exceeding a target for licensing sales.

What next?
To learn more, contact your account manager or email citrix@totalcomputers.co.uk to arrange an initial conference call.