

## CITRIX CASE STUDY

### The Challenge

A UK organisation had an established Citrix infrastructure providing access to a large number of centralised applications from its various offices. Due to the lack of strategy, the Citrix systems had become fragmented and contained many more servers than were actually required. There was also little in the way of disaster recovery capability and the Citrix version was two generations old. To solve these issues, the organisation initiated a project with the following objectives:

- Provide a standards document for the latest version of Citrix
- Provide a migration plan from the existing infrastructure to the new design
- Provide improved disaster recovery and resilience

### The Solution

Due to the complexity and fragmentation of the organisations existing Citrix infrastructure, a formal project plan was generated with a number of main activities documented. The activities covered:

#### Documentation of Existing Infrastructure

The organisation had no detailed documentation of the existing Citrix infrastructure and it has been configured by a number of people in very different ways. To gain an understanding of the Citrix systems that were in place and the reasons for the configuration, detailed documentation was generated and meetings held with the relevant technical employees. Other areas that could aid in the design were also investigated and documented, including the relevant network structure and the existing RSA SecurID solution.

#### High Level Design and Features of New Citrix Version

With an understanding of the existing infrastructure and the reasoning behind its structure, a high level design was generated to standardise the environment. The new features in the latest version of Citrix were also taken into account and included in the design where appropriate, along with a Citrix NFuse solution to provide secure remote access.

#### Low Level Design and Disaster Recovery

Following review and sign off of the high level design, a low level design and disaster recovery plan was generated taking into account the specific requirements of each application, the number of servers required, a migration plan from the existing infrastructure to the new design, and any costs involved.

#### Proof of Concept

To test the design and prove its validity in a practical manner, a proof of concept system was implemented and formal testing of all applications took place. Disaster Recovery and individual component failure was also tested.

#### Implementation

With formal sign off of the low level proof of concept, a detailed implementation plan was generated and provided to the organisations technical employees for implementation. Support and advice was provided throughout. Assistance was also provided in generating detailed documentation of the new infrastructure and putting procedures in place for the upkeep of this documentation.

### The Result

By providing a formal project plan up front and allowing for a proof of concept prior to the implementation phases, a number of issues were identified and resolved during the early part of the project with no impact on any live users. The migration was painless and transparent from a user point of view making for a successful project. Cost savings were identified by reducing the number of servers required and making administration and expansion of the system easier.

The most high profile benefits of the project were those achieved through improved resilience and disaster recovery. By enabling instant recovery for a localised failure, and sub two-hour recovery for a full disaster, the timescales and complexity for the core infrastructure disaster recovery were greatly improved over the previous plan.

