

# Case study

## Not-for-Profit

### Modernising IT to protect history

Citrix desktop solution upgrades support infrastructure for the future

Delivered in partnership with:



#### Challenge

- With the latest release of Citrix Virtual Apps & Desktop (formerly XenApp/XenDesktop) the customer wanted to upgrade their desktop infrastructure to avoid any future support issues and ensure business continuity and stability
- This included upgrading the customer's Citrix ADC VPX (Netscaler VPX) to ensure full vendor support and leverage new features
- Remote user connectivity needed to continue to be a seamless process, so PKI Certificates needed to be tested and refreshed
- All work had to be undertaken so as not to disrupt the day to day running of the organisation and updates needed to be implemented with a seamless changeover



#### Solution

- A health check of the system was undertaken to identify current state and configurations and areas requiring remediation
- Upgrade of Citrix Virtual Apps & Desktop to latest Long Term Service Release (LTSR)
- Review and refresh of internal and external PKI certificates
- Upgrade of Citrix ADC VPX to latest supported version
- Design and build of a 2nd ADC (Netscaler) device in parallel to enable testing and avoid system downtime when migrating user, along with ensuring high availability and high resilience in the solution.
- Knowledge and skills transfer and training of on-site IT teams to ensure seamless handover and enable ongoing management by staff



#### Outcome

- **Reduced maintenance:** upgrading to newer versions has reduced the time and resources required for maintenance and updates
- **Increased supportability:** upgrading to LTSR and newer versions ensured the system is supportable, the solution more robust and greater functionality for future requirements and development
- **Reduced risk of failure:** fully supported Citrix® products and support ensures business continuity, stability and reduced risk
- **Seamless user experience:** refreshing of PKI certificates for a further 24 months ensured remote user connectivity. The provision of operational documentation on the execution of this task enables the customer to perform this in future

#### Customer

This independent charity is responsible for protecting and preserving and sharing the stories of a number of significant historical sites in the UK.

Xtravirt is an independent cloud consulting business. We believe in empowering enterprises to innovate and thrive in an ever-changing digital world. We are experts in digital transformation and our portfolio of services cover digital infrastructure, digital workspace, automation, networking and security.

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