Leading global services outsourcing giant improves availability of its Citrix server farm to five 9's

Achieves 24x7 connectivity and monitoring and reduces incident to device ratio by 25% and operations cost by 30%

About the Client

The client is a global IT services firm working with both public and private sector organizations managing their mission-critical business processes and the underlying IT systems. A FTSE 200 listed company, the client employs 140,000 employees across 39 countries.

Goals

DELIVERING EFFICIENT AND SCALABLE OFFSHORE SUPPORT

The client was facing significant issues in the availability of its Citrix server farm environment – the incidents tickets were as high as three tickets per server per month and several applications were getting timed out . **Also, load balancers in the Citrix environment were vulnerable, which meant that the web facing properties were prone to attack – a big security concern. The client had a large team on site in UK to manage the environment, but the outcomes were far below business expectations.**

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DELIVERING COMPLEX SERVER MANAGEMENT AND SUPPORT

The client chose to partner with Microland based on its robust and extensive program services delivered from two

Scale of operations

Type of Server/Platform	Quantity (No.of Units)
Citrix XenApp	168
Citrix PVS	12
Citrix XenDesktop Delivery Controllers and VDIs	198
Citrix NetScaler	11
Citrix EdgeSight	5
Citrix Web Interface Servers	17
Citrix Licensing Servers	8
App-V Servers	8
Citrix Access Gateway and Secure Gateway	5
Citrix XenServer	10

offshore locations in Bangalore, India and an onsite location in Birmingham, UK. Our flexibility in offering a customizable service window with multiple technologies and services, a scalable hybrid service delivery model, dedicated Disaster Recovery (DR) center, and 24X7 coverage coupled with certifications such as ISO 27001 and 20001 helped the client deliver robust server management solutions.

Server Support System (Citrix Technology)

- Application management
- Performance management (Application impacts)
- Patch management
- Software licensing
- Printer management
- Software upgrades
- Citrix usage report
- Citrix user & AD report
- Citrix audit report
- Citrix servers uptime report
- Monthly server usage report
- Monthly Citrix application usage report
- Server CPU utilization report
- Server performance report

Server Support System (Citrix VDI Technology

- VDI management (Xen Desktop)
- Server performance management
- Patch management
- Software licensing
- Software upgrades
- Reporting

Figure 1: Scope of Citrix services

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CREATING A SCALABLE AND EFFICIENT DELIVERY MODEL

At the heart of the transformation process was a right shored, redesigned service delivery model. Figure 1 outlines the scope of the activities that were undertaken for Citrix services.

Key activities carried out were:

- Service Design and Integration
  - Analyzed the full spectrum of activities to build an understanding of the activities that are business critical and / or impacted by regulation
  - Using the multi-shore framework, we were able to clearly define:
    - Business critical activities that had to be handled onshore by the onsite Microland team in association with the client
    - Activities that could be moved offshore with minimal business impact
    - Activities that could be carried out by multiple third party vendors

- Operations management
  - Chart out processes for efficient management of third-party vendor operations
  - Manage exception reporting for vendors
  - Microland carried out multiple automation driven operational improvement exercises over the span of the engagement

- Published Citrix health check dashboard to provide service status updates
- Published EOL (End of Life) and EOS (End of Sale) status of the technology product to ensure currency of the product version
- Provided advance notification of the expiry dates of Citrix product licenses to prevent interruptions in the service
- Prevented vulnerable attacks by regularly patching Citrix devices

- Performance optimization of the Citrix platform
  - Resolved issues with the Outlook client frequently disconnecting for all Citrix users. Improved performance of Citrix infrastructure by Identifying and installing the appropriate patch for resolution
  - Installed Rollup 06 in Citrix environment to help improve the performance in Citrix environment
  - Mitigated the challenge of XenServer hosts going down frequently by upgrading the XenServer version from 6.1 to 6.2 in TPE. Improved the performance of the XenServer hosts environment with latest hot fixes by upgrading the XenServer version from 5.5 to 6.1 in Enfield
  - Reduced the number of incidents by our problem management approach – identifying key sources of incidents, rigorously monitoring them and proactively resolving incidents

FORGING EFFECTIVE PARTNERSHIP FOR SERVER MANAGEMENT

Microland helped the client effectively manage servers across several end clients through:

- 24X7 uninterrupted connectivity with Citrix servers for all users resulting in improved employee productivity
- Proactive resolution of connectivity issues ensuring zero outage for key personnel
- Proactive monitoring and escalation of certificate issues that eliminated external security threat

- Reduction in the incident to device ratio by 25%

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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