

# Application Virtualization - Citrix XenApp

## Highlights

- Boost employee productivity with Windows apps on demand.
- Zero downtime.
- Easily support BYO devices.
- Provide secure access and reduce the risk of data loss.
- Decrease application management cost and complexity.
- Delight Users with simplified virtual apps access.
- Lower hardware requirements.
- Delivering Desktop experience even from a Server operating system.

## The Client:

Established in 1962, today, the company operates in more than 200 countries and regions. Its major products are Digital copiers, facsimiles, multifunctional systems, scanners, printers, cameras and related products.

The customer had more than 700 Citrix application users working from remote locations worldwide, having more than 200 applications published in two different Presentation Server Farms running on version 4.0 and 4.5. All servers were running on VMware platform.

### **The customer was facing below mentioned issues: -**

- Very poor application performance because of old PS 4.0/ 4.5 and Windows Server 2000 platform
- Wrong farm design having multiple Zones and many Data Collectors, further all servers were in same datacenter on same subnet.
- Many printing issues because of unavailability of Universal print drivers from multiple printer vendors. More than 200 drivers were installed on each server.
- User experience was also very bad. Session reliability, Session sharing and session lingering were not in use. Old terminal services were used to provide serial sessions.
- Because of old Citrix infrastructure client was facing frequent application disconnection because of heavy server loads.

Lack of Citrix product knowledge and administration was apparent from the Farm design and infrastructure.

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## Suggested Solution :

DCM provided Citrix XenApp migration for all possible applications.

DCM's multi skilled professionals in Application and Server Virtualization were able to understand, analyze and offer best solution for all virtualization platforms.

As a part of migration, Proof of Concept (POC) on Windows Server 2008 R2 was designed using XenApp 6.5, Storefront, and EdgeSight.

Within 6 months of project's deadline client got a reliable, stable, scalable and secure XenApp environment.

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## The Benefits:

- End-to-end virtualization from a single vendor with support for the complete stack
- Reduced server/datacenter footprint with improved fail-over and redundancy
- Zero-downtime hardware maintenance
- Rapid server, application and capacity provisioning
- **Hardware virtualization:** Hardware virtualization (e.g. Para-virtualization) – a technique that creates a software interface that is similar but not identical to that of the underlying hardware. This enables one physical server to support multiple guest operating systems (OS) at the same time. It also has the added benefit of making multiple physical servers appear to have the same hardware, enabling guest OS's to easily be moved between them. This type of virtualization is typically implemented to improve performance, compatibility and capacity of hardware.
- **Operating System (OS) virtualization:** Operating System (OS) virtualization – a technique for isolating an operating system from the hardware it is running on, such that the operating system can freely move across hardware devices and can additionally run in parallel with other operating system instances on the same device.
- **Understanding real end-user experience:** End-user latency issues can be confirmed and isolated to specific components from the initiation of the logon process through log-off. Performance trending charts enable proactive solutions before users are impacted. No user/client side agents are required.
- **Complete end-to-end monitoring:** Performance and availability information from XenApp is integrated with other back-end application layers. OpsMgr becomes the operations bridge for different subject matter experts. This end-to-end approach ensures coherent IT responses and efficient management of application delivery.