

CITRIX HEALTH CHECK SERVICES & ASSESMENT



OVERVIEW:

Facts show proactive health checks result in few support calls and greater peace of mind for Citrix administrators. Similar to getting an oil change for the car, a health check is essential to ensure the environment is performing in the most optimal fashion. Organizations using Citrix technologies may not realize the full potential and functionality that Citrix provides for their end-users.

Many of our customers want to continue to leverage the value of their current Citrix investment and some of their proactive objectives include the following:

- Streamline, optimize, and increase performance
- Gain knowledge of additional Citrix product features
- Diagnose and troubleshoot issues in a timely manner
- Simplify user environments from Citrix policy design to profiles
- Understand and learn new tools to better manage, monitor, and maintain environments

Choice Solutions specializes in helping customers achieve these goals by using our proven methodologies and industry best practices which are critical to the success of your Citrix environment

OUR APPROACH

Choice Solutions certified technology team of Citrix architects has conducted hundreds of health checks and assessments over the years. They have packaged key lessons learned into a short onsite engagement. The approach starts with an analysis phase from an evaluation process of applications as well as personal discussions and interviews to gain insights into your Citrix environment first hand. This engagement is focused on a strategy to make diagnostics and troubleshooting simple and efficient.

PHASE ONE: ANALYSIS

Our process of analyzing the top known issues, challenges, and performances impacting missed configurations are conducted in this phase. The Choice Solutions team uses hand selected monitoring tools to assess performance issues and login time impacts to provide an overall snapshot of the user experiences.

PHASE TWO: INTERVIEWS

Qualitative information is collected in this phase to help fill in the gaps. The Choice Solutions team will conduct a thorough interview with the customer's Citrix administrator and management team to gain insights and to better understand their top challenges, pain points, and specific nuances that make their environment unique. The final step is a comprehensive report outlining recommendations, remediation requirements, best practices, and future state recommendations.