

# Insentra's User Experience as a Service and Enhanced Support Services Help to Maximize ROI from Technology

A quickly growing city in the State of Arizona supports a small but rapidly growing population and increased demand on critical amenities. Tasked with running all essential services, the City's Information Technology division keeps fire, police, water, and other Government services up and running 24x7 for all residents.



## THE CHALLENGE

Faced with the rapid expansion of both employees and residents highly dependent on services, the City's IT department turned to Insentra to utilize both our cutting edge User Experience as a Service (UXaaS) and our Enhanced Support Services (ESS) offerings in order to keep their Citrix environment running at the top of its game.

## ONBOARDING AND DISCOVERY

The City's IT team first chose to utilize our UXaaS offering to keep tabs on the performance of their existing Citrix environment. The Client had questions around how the environment was really performing, a common struggle among Citrix customers. While the environment was built and designed based on the latest technology at the time, the environment was quickly seen to be struggling to keep up with the city's rapid growth of employees.

Once deployed, our UXaaS toolset immediately proved this was correct. Utilizing our standard UXaaS toolset, service dashboards and quarterly reporting practices, we were able to assist the IT team with significantly improving the experience of the end users. Our methodology doesn't just look at the Citrix servers themselves, but also examines the underlying infrastructure (including Microsoft infrastructure) that supports the Citrix farms. In this Client's case, several tweaks to underlying servers were quickly able to reduce profile load times and improve user satisfaction with the existing farm.



## THE OUTCOME: UXAAS BOOSTS PERFORMANCE AND REDUCES RISK

While UXaaS is helpful for an initial check of the environment, the reoccurring reports and monitoring bring significant value of their own over the life span of the environment. During every Citrix farm's life span, many changes occur- from to application updates, server performance decreasing, or profile bloating causing unexpected performance issues. A clear trend line provided by the UXaaS service helps to reveal how the user experience is going over time.

A recent Chrome update was one point in case. The update caused in aggregate, a serious performance issue in the Client's Citrix environment. While the Chrome update seemed minor and passed initial QA testing, serious performance issues began to occur as soon as the image was applied.

Our UXaaS team was able to dive into our toolset and it became clear that Chrome's web page caching had become more aggressive, utilizing far more I/O across the enterprise, reducing performance of the centralized storage subsystem, and affecting many other systems beyond just the Citrix farm.

The migration from 2008 R2 VDAs to the much more modern 2016 R2 OS for virtual apps was able to assist with performance comparisons between the old and new OS (Operating System). A VMware driver bug was quickly discovered to cause significantly worse user density on the 2016 R2 OS - a now known issue that was able to be seen before a significant amount of the user base was migrated to the new OS.

## THE ROADMAP AHEAD

Moving forward, the Client has decided to expand services with Insentra by including our ESS team and service into the portfolio. In combination with UXaaS, the expansion to the ESS Managed Services program allows us to not only identify and report on issues but also assist with the resolution or proactively solve the issue ourselves with our 'follow the sun' global support model of Citrix and Microsoft engineers available 24x7.

Given our relationship with the Client and toolsets already deployed, we are able to move forward with this service with near zero change or disruption to their environment, providing surety of server uptime and additional value.

Ultimately, our unique offering combination of UXaaS and ESS allows us to leverage our deep knowledge and understanding of Citrix, coupled with the predictive insights from our toolsets to ensure our clients receive the best value, service and experience from their technology platform.

