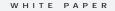# Citrix Access Suite

AN ACCESS PLATFORM TO MODERNIZE, CENTRALIZE,
AND OPTIMIZE IT OPERATIONS

Introduction

Throughout the world, more and more business people are on the move. They spontaneously travel from room to room and country to country, use countless types of electronic devices, and connect to their company and each other over wired, wireless, Web, and satellite networks.

They all need to do one thing:

- access their company's business-critical applications and other information resources, on demand.

In today's dynamic and boundless business landscape, enterprises are competing in a world in which business happens everywhere, employees generate revenue in more places, and everyone works beyond the traditional office hours.

At Citrix, we believe that the ability of the CIO and IT organization to meet their access challenges and help the enterprise compete, grow, and prosper in this environment depends on an access platform to modernize, centralize, and optimize IT operations.

This white paper examines:

- Why the CIO and IT organization need to provide on-demand access, the difficulties in doing so, and a solution
- The overall advantages and economic impact of the Citrix Access Platform
- How the Citrix Access Suite enables enterprises to provide access to every information resource — securely, easily, and instantly
- Specific examples of Citrix customers in the Americas and Asia Pacific that have solved their access challenges with the Citrix Access Suite

CITRIX®

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On-Demand Access: The Imperative, The Challenge, The Solution

Each day, and across almost every industry and organization throughout the world, more and more business people are on the move — at a customer site, a partner's facility, company headquarters, a branch office, a conference, an airport, on the factory floor, in a warehouse, a hotel, a taxi, a home office. They spontaneously travel from room to room and country to country, use countless types of electronic devices, and connect to their company and each other over wired, wireless, Web, and satellite networks.

They all need to do one thing: access their company's business-critical applications and other information resources, on demand. In today's dynamic and boundless business landscape, enterprises are competing in a world in which business happens everywhere, employees generate revenue in more places, and everyone works beyond the traditional office hours.

ACCESS IS CENTRAL TO EVERY BUSINESS INITIATIVE

Enterprises must be able to provide secure, easy, instant access to their private information because on-demand access is central to any business initiative that improves operations, drives growth, or reduces risk.

"We not only view Citrix as a best practice and a standard, we view it as strategic in nature. We have 17,000 clients that are now dependent on this platform to deliver mission-critical application function, with plans to increase to over 24,000 clients. The Citrix access platform delivers on the bank's efficiencies and thus cost-effectiveness. It is a key component in maintaining our industry leadership in customer service, reducing our costs, improving our sales potential, and giving IT the operational visibility we need into the environment so as to improve our time to market."

— J.P. Savage, Senior Vice President, ScotiaIntek, Scotiabank

Consider the role of access in these important business initiatives:

- **Ensure compliance with new regulatory requirements.** Throughout the world, many new laws include stringent controls on information — either mandating increased access to information or requiring increased security and privacy to limit access to information
- **Reach more customers through branch office expansion.** New branch offices can add value to the business only when branch employees can access the applications they need and synchronize the information they use and generate with other units of the business
- **Expand product portfolios and geographic reach through mergers and acquisitions.** Integrating diverse platforms and technologies into a cohesive enterprise system poses tough challenges for any acquisition, yet any mistakes or delays can dramatically increase the costs of the acquisition
- **Get closer to customers by increasing employee mobility.** By making information more securely, easily, and instantly available to mobile workers, companies improve both the lifestyle of workers and the immediacy of services they provide to customers

- **Support site-independent work styles with advanced teleworking capabilities.** Telecommuting is not merely something nice to offer employees. It's becoming a competitive advantage for attracting and retaining high-value employees
- **Streamline supply chains by facilitating more efficient partner commerce.** Access to accurate and current business information must be shared, yet carefully controlled and cost-effective on both ends, even though the partner's IT environment is not under the CIO's control
- **Guarantee business continuity.** In the event of natural, man-made, or technological disaster, CIOs must be able to keep essential information flowing uninterrupted to employees, customers, suppliers and business partners

"Our Citrix solution has given us a world-class access infrastructure for our representatives and their clients. It has also helped us meet all government regulations, such as the Patriot Act and the Anti-Money Laundering Act."
— Christopher Grant McDaniel, Senior Vice President/CIO, Mutual Service Corporation

A Dynamic User Environment, a Complex Application Infrastructure

To deliver on such business initiatives requires an access platform to automate and shape the flow of an organization's information resources to and from the individuals who use them. This is the central and pivotal element in enabling the CIO and IT organization to meet today's access challenges:

- To provide employees and other authorized individuals with secure, easy, and instant access to the organization's private information, regardless of the type of information resource or the users' device, network, or location
- And to support the enterprise's constant growth and change by continually extending this secure on-demand access to more and more remote and mobile individuals

Solving these challenges is difficult because just as the user environment has grown ever more dynamic, the application infrastructure has grown ever more complex. Each successive wave of computing, from mainframe to minicomputer to PC to client-server to the Web to JAVA™ to Web services, has been piled on top of its predecessor. These technologies continue to provide enterprises with best-of-breed capabilities, sound economic return, and strategic value — but the cost to maintain them drastically limits IT in its ability to support business growth. Consider this: typically 70% of today's IT budget is being spent just on maintaining the complex mix of information systems that most enterprises have built up over time.[1]

"By using Citrix software to centrally deploy applications across a heterogeneous mix of systems, Kalbe Farma has extended the lifespan of its existing IT hardware, resulting in hundreds of thousands of dollars in savings."
— Joanito Iwan Tamsil, Senior IT Manager, PT Kalbe Farma, Tbk

[1] "Best Practices: IT for Growth and Innovation", Marc Cecere with Adele Sage, Forrester Research, March 4, 2005

MODERNIZING, CENTRALIZING AND OPTIMIZING IT OPERATIONS

Accordingly, if they are to support the enterprise's ability to compete, grow, and prosper, CIOs and IT organizations need to focus on a new way to approach IT operations — instead of focusing on the status quo.

This is where Citrix comes in, with an access platform for modernizing, centralizing, and optimizing IT operations. As the only global software company that's 100% focused on access, Citrix today enables secure on-demand access for more than 160,000 customers worldwide.

These customers;

- Save millions in IT costs, as they improve operations
- Achieve new levels of business agility, as they drive growth
- Are confident their information is accessed securely and in a productivity-enhancing way, as they reduce risk

Citrix Access Platform: Less Access Complexity = Less IT Costs = Opportunity to Improve IT Operations

With the Citrix Access Platform, applications no longer require tedious, one-application-to-one-device distribution, so organizations can minimize or postpone expensive and time-consuming hardware upgrades, notably those associated with personal computers. Remote offices no longer require separate network infrastructures. And disparate databases no longer require forced synchronization. Real consolidation of storage, servers, and networks is now possible. Less complexity equals less cost. And less cost creates the opportunity to improve IT operations for better support of business initiatives.

THE ECONOMICS OF THE STATUS QUO

Historically, an organization with 100 remote offices and an average of 20 users per office upgrades its hardware every three years, spending $1,100 per PC and $6,000 per server, including sales tax and costs for procurement, installation, travel, and data-transfer. Each remote office requires a Microsoft Exchange server, database server, and Windows 2003 domain controller, along with management software, UPS, and tape backup. Each server requires $3,000 per year in administration costs and $2,000 per server in on-going maintenance. Thus, this three-year refresh cycle costs approximately $5.5 million. Yet with all of these upgrades, users are still dependent upon their own capabilities and those of their individual machines, and still must rely on their IT staff's distribution resources and methodology in order to effectively access their desired applications, data, and network services.

THE ACCESS PLATFORM PAYBACK

Now, consider using an access platform to centralize access on an enterprise scale: According to Gartner, it is not uncommon for organizations migrating to such a model to show hard dollar savings — using their own figures — of 41% when compared to unmanaged PCs. [2]

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[2] "When Thin Clients Can Narrow Your TCO"; Mikako Kitagawa, Mark A. Margevicious, Michael A. Silver, Gartner, August 17, 2004

PALACE RESORTS REDUCES ACCESS COSTS 70% AND SUPPORT WORKLOAD 50%

As an example, Palace Resorts Group, one of Mexico's premier lodging and hospitality companies, deployed Citrix to 800 employees throughout eight hotel facilities. The company was able to expand application access without needing to increase bandwidth capacity or upgrade its wide area network (WAN). Moreover, the Citrix solution enabled the use of thin clients in addition to extending the life of existing PCs, resulting in a 70% cost saving when compared to previous efforts. In addition, Palace Resorts Group was also able to reduce its technical support workload by 50% due to centralized support and training of remote workers.

RUSSELL INVESTMENT GROUP SAVES MILLIONS IN ACCESS NOW AND AVOIDS SPENDING MILLIONS IN THE FUTURE

Another example: Russell Investment Group, a leading worldwide financial services firm, performed a detailed cost analysis of its existing IT infrastructure. Over the first five years, Russell likely will realize several million dollars in savings from implementing Citrix software and an additional several million dollars in future cost avoidance from outsourcing IT operations. Russell's chief technology officer, John Stingl, estimates that the firm will save tens of thousands of dollars when opening each new field office. "Instead of costs for local servers, full PCs, and on-site implementation and support, we anticipate it will now require merely connecting a user's desktop or client at a new location to the server farm located at our worldwide headquarters in the U.S. This new process will also save time, allowing us to scale up operations quickly in response to changing market needs."

SCOTIABANK PROVIDES ON-DEMAND ACCESS FOR 17,000 USERS — AND REDUCES IT COSTS BY $40 MILLION OVER FIVE YEARS

The second largest bank in Canada, with nearly 1,000 branches across the country, Scotiabank uses Citrix software to provide on-demand access to 30+ Web-based applications for 17,000 users at 1,180 branch and other non-branch locations including loan processing centers, central accounting units as well as branch banks. The Citrix solution has reduced the IT costs to the bank by about $40 million over five years and reduced application deployment time to hours compared to six to seven months for other parts of the organization that do not use Citrix. The Citrix solution has also delivered 200+% performance improvements for applications such as Microsoft Internet Explorer, Microsoft Office, and the Lotus SmartSuite.

Citrix Access Suite: On-Demand Access to Every Enterprise Information Resource

The Citrix Access Suite™ is the most complete access platform available for providing secure, on-demand access to any corporate information resource, from anywhere, with any device, over any network. Comprised of Citrix Presentation Server,™ Citrix Access Gateway,™ and Citrix Password Manager,™ the Access Suite provides an "always-on" connection to information — whether data, voice, or people — in a single, unified solution.

Tailored for the requirements of the CIO and IT organization, it is secure by design, consolidates access into a central location for more efficient management and effective control, and provides a robust and resilient foundation that scales and adapts to support business change and growth. The Access Suite automatically adjusts to thousands of dynamically changing access scenarios, enabling users to roam seamlessly among locations, networks, and devices — without interrupting their workflow and without forcing them to understand the underlying access complexities.

"Citrix is allowing us to dramatically change the way business is being done for financial planners across all of our broker dealers. We've gained such a competitive advantage from secure access, on-demand transactions and the ability to monitor these transactions from a compliance standpoint. The Citrix Access Suite is a catalyst that allows us to dominate and succeed in the broker dealer industry."

— Christopher Grant McDaniel, Senior Vice President and CIO, Mutual Service Corporation

SPECIFICALLY, THE CITRIX ACCESS SUITE:

- Centralizes the IT architecture which enables adaptability to changing regulatory requirements and protects information by containing it within the data center
- Standardizes the application environment to reduce the time and cost of validating systems
- Consolidates the IT infrastructure to simplify control, implementation, and maintenance and to increase IT team efficiency and productivity
- Simplifies reporting and monitoring to enable improved system change management
- Unifies access to a single point to assure control and de-activation of user access
- Enables IT to operate as a utility with rapid service deployment and cost-predictable scalability
- Modernizes and automates the IT infrastructure to significantly lower operating costs and enable an equivalent increase in strategic IT investments
- Delivers reliable information and application access to the business
- Mobilizes business with secure wireless, Internet, and extranet access from any location
- Scales exponentially to enable rapid delivery of secure on-demand access to new offices, acquired companies, outsourcers, partners, and suppliers, using existing IT manpower
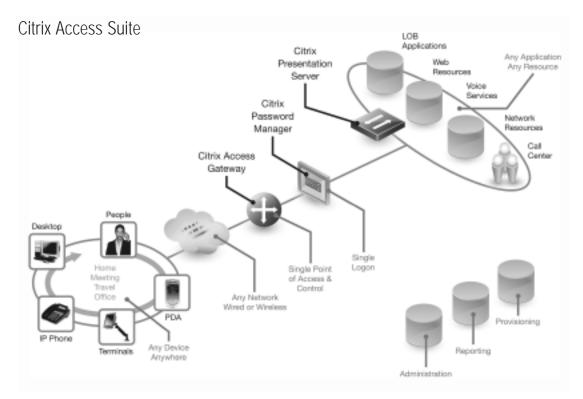
CITRIX ACCESS SUITE IN ACTION

Citrix Access Suite brings together the key access points, capabilities, and technologies into a unified solution that is scalable and flexible. This eliminates the challenges that typically result from a piece-part solution comprised of individual products from different vendors: fragmented management, performance degradation, security gaps, incomplete visibility, vendor support issues, training issues for the IT team, and sizeable custom-integration costs.

Here's how the Access Suite works:

- First, the Access Suite centralizes business-critical applications and other information shares with Presentation Server, transforming them into virtualized subscription-based services that can be delivered to any device or connection.
- Next, these applications and information are protected by Password Manager with single-sign-on and password-policy controls that force users to create and manage strong passwords, while moving password management into the hands of the IT organization.
- Finally, secure access to the network and virtualized services is ensured via Access Gateway with Advanced Access Control, enabling dynamic and discriminatory access based on each connecting user's access scenario — a combination of the device, location, and connection.

Citrix Access Suite

CENTRALIZING BUSINESS-CRITICAL APPLICATIONS AND OTHER INFORMATION RESOURCES

The foundation of the Citrix Access Suite, Citrix Presentation Server is the world's most widely deployed presentation server for centrally deploying and managing heterogeneous information resources and enabling thousands of users to access them on demand. Presentation Server provides unprecedented scalability, breakthrough application compatibility, state-of-the-art printing services, and transparent observability for optimal control, efficiency, and cost-effectiveness.

"Citrix technology is strategic to our business and has become the standard application deployment method across the organization. Our claims and customer service employees are paid based on their production. Once they realized how much Citrix software could improve speed and reliability, they were clamoring for it. Citrix helps them accomplish more work in the same period of time. That means faster claims processing and more responsive customer service, as well as greater rewards for the employee."

— David Woy, Manager of Network Services, GEHA

Presentation Server runs on Microsoft® Windows Server™ 2003, Microsoft® Windows® 2000 Server, and a variety of UNIX® operating systems. Presentation Server enables access to virtually any custom or commercially packaged Windows, Web, UNIX or JAVA application from any device, over any connection — without requiring multiple desktops or software emulation packages. The Conferencing Manager feature enables sharing of published applications. Presentation Server eliminates the weaknesses of Web-based applications by enabling them to be accessed securely from any browser, operating system, or device with consistent performance regardless of available bandwidth. There is no need for cache clean-up solutions and information within the data center is protected.

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PROTECTING APPLICATIONS AND INFORMATION

Citrix Password Manager is an enterprise single sign-on solution that delivers simplified user access and advanced password security to Windows, Web, proprietary and host-based applications, whether locally installed, Web-based, or running in the Citrix server environment. Password Manager eliminates the security breaches that are common when users have more passwords than they can manage, is easy to deploy and use, and requires no scripting, application-level integration, or significant changes to existing IT infrastructure. Users authenticate once with a single password, and Password Manager automatically logs into password-protected information resources, enforces password policies, monitors password-related events, and automates end-user tasks including password changes. It is the first enterprise single sign-on product to offer self-service password reset, which can reduce IT costs for password resets by up to 85%, and provides a Hot Desktop feature that cuts log-on and log-off times from minutes to seconds.

"Working with independent agents means we have many users logging in from devices we don't own, over connections we don't control, and that raises security concerns. Citrix provides a number of security measures that help us protect corporate information. The products deliver secure, single sign-on and standards-based encryption of data over the network, and allow us to provide access based on user roles, so we can control who sees which information."

— Charlton Monsanto, CIO, Prudential Fox & Roach REALTORS

Password Manager works hand in hand with Citrix Access Gateway to protect corporate information assets by enabling IT to set policies that force users to create strong passwords. All passwords are stored in an encrypted store within the data center. IT can also configure Password Manager to automatically change application passwords at desired intervals without the user knowing, thereby ensuring a higher degree of protection. If access for a particular user needs to be disabled, IT simply de-activates that user's primary network account. Access is effectively terminated for all IT services because application password changes have been automated and users don't know their application passwords.

SECURING ACCESS TO THE NETWORK AND VIRTUALIZED IT SERVICES

Citrix Access Gateway with Advanced Access Control is a next-generation universal SSL VPN appliance that provides an unprecedented level of tailored secure access control. Access Gateway with Advanced Access Control provides access to all applications and protocols — including IP telephony — via a secure hardened appliance that works through any firewall.

"With the Citrix Access Gateway, we get all the access to applications without the support headaches of IPSec. The Citrix Access Gateway is like IPSec without the pain. You could say the Access Gateway opened our eyes to a new and different way of doing SSL VPN. Our employees can access any application in our network — from wherever they are. Whether it's a support ticket, product documentation, or customer contract, everything is at our employees' fingertips, which is a win-win for both Postini and our customers."

— Jon Prall, Vice President of Operations, Postini, Inc.

It is the only SSL VPN on the market that enables administrators to establish a fine degree of control over applications, files, Web content, e-mail attachments, and printing. Access Gateway with Advanced Access Control manages both what can be accessed and what actions are permitted, based on the user's role, location, type of device, configuration of device, and connection. The policy engine, enforcement decisions, and hardened appliance are implemented inside the protected network, resulting in greater security than is provided by typical SSL VPNs.

Measuring Success: Customer Case Studies

Today, more than 160,000 organizations around the world are using the Citrix Access Platform to deploy applications many times faster than without Citrix; to significantly reduce the costs of providing access to complex, heterogeneous IT environments; and to increase business productivity by enabling employees, customers and partners to access the information they need — whether data, voice, or people — from anywhere, anytime, using any device, over any connection.

In conclusion, the following customer case studies provide a detailed look at the access challenges these customers faced, the Citrix solution they implemented, and their measurements for success.

- In Asia Pacific, PT Kalbe Farma expands its Citrix investment by stepping up to the Citrix Access Suite
- In the Americas, Florida Statewide Guardian Ad Litem Office re-defines IT service delivery with the Citrix Access Suite

PT Kalbe Farma

Expanding Its Citrix Investment by Stepping Up to the Citrix Access SuiteFounded in 1966 with the guiding principle of "The Scientific Pursuit of Health for a Better Life," PT Kalbe Farma has emerged as one of Indonesia's leading pharmaceutical companies. Kalbe Farma today produces over-the-counter and prescription medications, health food and animal health products. The company currently employs more than 2,500 people across 62 branches.

THE CHALLENGE: SIMPLIFYING IT MANAGEMENT AND REDUCING COMPLEXITY

Kalbe Farma initially deployed Citrix technology in 2000 to support the deployment of a finance application to its marketing office and to one of its manufacturing plants, and in 2001 the company used Citrix software to roll out an enterprise resource planning (ERP) software for the pharmaceutical industry called Protean. The ERP software had very specific technological requirements which would have required Kalbe Farma to replace all its servers and PCs. By implementing Citrix Presentation Server, the company was able to retain its existing IT architecture and systems, and also provide its employees at the marketing office and various plants across Indonesia with remote access to corporate applications.

Since then, Kalbe Farma has grown rapidly, and the company faced the challenge of providing secure, easy and consistent access to a wide variety of mission-critical applications for its 2,500 employees across 62 branches throughout Indonesia. Across such a vast network, application deployment was extremely tedious and time consuming. It was also a challenge providing employees with access to the legacy applications that were running on different operating systems including Microsoft Windows, Linux and Sun.

IMPLEMENTING A CITRIX SOLUTION FOR APPLICATION DEPLOYMENT

To cope with this challenge, Kalbe Farma expanded its Citrix access infrastructure deployment in 2004, taking it from a tactical solution to an access strategy. This enterprise access strategy was designed to simplify application management, provide any time, anywhere access to applications, and reduce the IT costs of supporting 30 on-line branch offices and a variety of client devices, such as PCs, terminals, laptops and personal digital assistants.

Kalbe Farma adopted the Citrix Access Suite, including Citrix Presentation Server as well as Citrix Secure Access Manager.* With the new Citrix solution, employees access a range of Windows, client/server, DOS, legacy and Web applications over a wide area network (WAN). The applications comprise a mix of legacy and third-party software such as Lotus Notes, Protean, Avantis and Orlansoft.

At the core of this new access strategy is Secure Access Manager, which enables Kalbe Farma's employees at any location to securely access corporate applications and internal information through an enterprise information portal. This access is extended without the need for IT staff to re-write code or to make costly investments in user training, IT support or computer hardware. Secure Access Manager also helps Kalbe Farma to ensure network security, because IT staff can control access based on policies, rules or user roles.

DRIVING BUSINESS VALUE WITH ACCESS INFRASTRUCTURE

PT Kalbe Farma has derived numerous benefits from its implementation of Citrix access-infrastructure solutions, including considerable cost savings.

> "Using Citrix Presentation Server to centrally deploy applications across a heterogeneous mix of systems, Kalbe Farma has extended the lifespan of its existing IT hardware from three years to five years, resulting in hundreds of thousands of dollars in savings."
>
> **— Joanito Iwan Tamsil, Senior IT Manager at PT Kalbe Farma, Tbk.**

With a centralised management architecture, Citrix technology has also helped Kalbe Farma reduce IT support costs, requiring only nine IT professionals to support all business processes. Without Citrix solutions, Mr. Joanito estimates that the company would have needed up to 25 IT staff members to perform the same function.

According to Mr Joanito, Citrix technology has also helped Kalbe Farma accelerate application deployment across remote branches and offices. Upgrading an application across all client devices today can be centrally executed in less than 30 minutes, compared to the several months needed when IT staff had to travel across all the offices to individually administer the upgrade on each PC.

FUTURE PLANS

In early 2005, Kalbe Farma will implement Citrix Password Manager — another product in the Citrix Access Suite — to help its employees cope with the multiple passwords required to access the various applications used by the company. To improve employee productivity, Kalbe Farma is also in the process of implementing Citrix Conferencing Manager** to facilitate geographically dispersed teams to work concurrently and collaboratively on the same applications and documents.

Finally, to support its strong growth plans, Kalbe Farma will roll out Citrix technology in the next phase to its seven marketing offices in Malaysia, Myanmar, Vietnam, Sri Lanka, Cambodia, Philippines and South Africa.

Editor's note:

- * Citrix Secure Access Manager now is incorporated in Citrix Access Gateway with Advanced Access Control.
  In Asia Pacific, PT Kalbe Farma expands its Citrix investment by stepping up to the Citrix Access Suite

- ** Citrix Conferencing Manager now is a feature in Citrix Presentation Server.

Florida Statewide Guardian Ad Litem Office

In Florida, over 48,000 abused and neglected children participate in non-criminal court cases involving custody rulings, foster care, and adoption. The Florida Guardian Ad Litem Office (GAL), a state agency with approximately 500 staff operating throughout Florida, coordinates a support network of more than 4,600 volunteers to ensure that abused and neglected children have active, knowledgeable advocates in court. With an average load of 1.6 cases per volunteer and 125 cases per staff attorney, the program was hard-pressed to deliver representation in every case. To expand the reach of the program to serve all child cases, the State of Florida stepped in with funding and a formal mandate to organize the office as a state-level agency in January 2004.

CHALLENGE: CONNECTING 4,670 ADVOCATES IN 54 OFFICES THROUGHOUT THE STATE

Prior to 2004, GAL offices operated as 21 individual entities across the state, under the jurisdiction of the 20 judicial circuits. When the agency was created, it became apparent that a common IT backbone would be needed to ensure the accurate tracking of every case and child in the system. "The executive director noticed an immediate need to put everyone on a statewide network in order to communicate as a consolidated state agency," said Johnny C. White, CIO, Florida Statewide Guardian Ad Litem Office.

Furthermore, the IT support staff needed to roll out the required infrastructure on an extremely tight budget. "We started looking at various ways to build the network but quickly realized that just the cost of the physical connections to the 54 offices was money we couldn't afford," continued White. With each office on a 10 Mb dedicated line costing $675 per month, networking costs alone could top $405,000 per year.

Staff resources were likewise limited, with only two full-time support staff to deploy and maintain IT for the entire organization. "Patch management for a distributed architecture would require about two hours per week per location; for 54 locations, that would mean 100 hours per week just maintaining existing systems," noted White. "In addition, a distributed architecture would require us to have 20 full-time employees for each of the state's 20 judicial circuits, to maintain local servers and data. That approach didn't make sense for us; it would take key resources away from our core mandate — providing representation for children."

IMPLEMENTING A CITRIX SOLUTION FOR REMOTE OFFICE CONNECTIVITY

To provide case coordinators and other advocates across the state with fast and secure access to IT services, GAL turned to a Citrix access infrastructure to consolidate its IT architecture. The Citrix Access Suite enables 500 authorized GAL staff to access key applications, including email and Microsoft® Office, from any office or remote location throughout Florida using any device or connection. GAL also plans to roll-out its mission-critical case management solution via the system in the near-term. These applications are deployed centrally without compromising

performance, accessibility, or security. In addition, GAL IT will provide support for wireless connections as well. Bayshore Technologies, Florida's only Platinum-level Citrix Solutions Advisor, worked closely with GAL to implement the Citrix solution.

FROM START-UP TO SUCCESS IN RECORD TIME

The new state-level agency achieved immediate success with a single, functioning IT infrastructure across the entire state within the allocated IT budget. "If every state agency worked this way, they'd have more resources to serve constituents. Using a Citrix solution to deliver secure, on-demand access to information from anywhere saves an incredible amount of time and money," noted White.

The alternative approach — a traditional design with 20 to 30 distributed servers in the statewide network — would have been too costly, resource-intensive, and time-consuming. Configuring more than 500 client devices would have required technicians to physically touch every machine, demanding hundreds of man-hours. Adding new users would have necessitated on-site visits by a technician to physically and administratively set up their PCs. These actions might require between four and five hours per client device. In contrast, setting-up new users via the Citrix solution takes only 30 minutes, a time- and cost-savings of 90 percent.

HELPING CHILDREN IN NEED THROUGH ON-DEMAND ACCESS

Beyond cost-savings, improved connectivity and on-demand access to critical information will dramatically improve the delivery of service to children in need. For example, staff can easily transfer a case from one jurisdiction to another instantly, sometimes saving weeks of work and ensuring that the newly assigned case coordinator always has all of the information needed to represent the child. GAL will have roughly 300 people inputting data in order to generate reports to the Florida Legislature. GAL's access infrastructure will provide a focal point for data collection. With statewide case consolidation, GAL also will maintain direct control over cases and visibility into the assigned caseload, ensuring critical information is available to provide more effective advocacy.

The Access Suite ensures the security of sensitive information by containing sensitive child case information within the confines of the data center. In addition, the Citrix solution dramatically simplifies user access without compromising security. Previously, users needed to maintain as many as four different logins, drawing on limited resources for common problems such as password resets. The Access Suite will reduce the number of passwords to one, eliminating a significant time- and cost-drain on the lean IT staff.

In addition, although users will access the system through a single point of entry, the Citrix solution will enable the IT staff to efficiently maintain control over access to case information, provisioning file availability. Only users with a specific need — validated by a central authority — will be able to view case files.

"Once we get the entire Access Suite up and running, we'll be able to better administer how we publish applications and critical information to users," concluded White. "Citrix makes the entire process faster and easier for us — it will save us a great deal of time, money, and energy, as well as enable us to reach our goal of 100 percent representation for all abused and neglected children across the state."

"Best Practices: IT for Growth and Innovation", Marc Cecere with Adele Sage, Forrester Research, March 4, 2005

"When Thin Clients Can Narrow Your TCO"; Mikako Kitagawa, Mark A. Margevicius, Michael A. Silver; Gartner, August 17, 2004

Citrix Worldwide

About Citrix: Citrix Systems, Inc. (Nasdaq:CTXS) is the global leader in access infrastructure solutions and the most trusted name in secure access for enterprises and individuals. More than 160,000 organizations around the world use Citrix every day. Our access software, services and appliances give people secure and well-managed access to business information wherever it lives—on demand. Citrix customers include 100% of the Fortune 100 companies, 99% of the Fortune 500, and 97% of the Fortune Global 500. Based in Fort Lauderdale, Florida, Citrix has offices in 22 countries, and approximately 6,200 channel and alliance partners in more than 100 countries.

www.citrix.com