



Not-for-Profit stays competitive; Thanks to lean and flexible Citrix XenDesktop IT environment

With over 200 users, Advance Diversity Services (ADS) is a non-profit community organisation which has been providing support services to the Culturally and Linguistically Diverse (CALD) communities since 1981. Focus on recent arrivals, families, older people, women, youth, people with disabilities and their carers living in the Hurstville, Kogarah, Rockdale and Sutherland Shire Local Government Areas.

The Challenge: Meeting the IT needs of a growing company

To succeed in a demanding environment with strong competition, Advanced Diversity must rely on highly efficient, integrated processes, lean project management and the Japanese philosophy of kaizen, the practice of continuous improvement in its services

To achieve this flexibility, the Advanced Diversity on Boarded Cloud Solution IT to tackle application and desktop management. "The number of employees has increased significantly in recent years; while at the same time, the different departments—from development and production to marketing and distribution—have been faced with new technical challenges. In the end, the administration of such a large number of heterogeneous clients became almost impossible to manage internally."

The task was made even more difficult by the quickly growing number of mobile employees and home office workspaces.

"We enjoyed working with "CloudSolutionIT" Technologies and appreciated the advice and guidance that we received. You were clear about what you would do, why you were doing it and how it would be done. You then delivered what you said you would do. We feel much more confident in what we can do with Citrix, and indeed more broadly with important apps within O365."

Michael Cheung

IT Manager
Advanced Diversity

The Solution: Improving workforce experience by implementing a consistent virtualization strategy

With the help of Cloud Solution IT Advanced Diversity began by centralizing application delivery using Citrix XenDesktop. Business applications, such as the client software employed in the production planning system, were outsourced to a XenApp server

Advanced Diversity decided to introduce the Citrix XenDesktop solution to virtually operate any number of desktops in its datacentre. This gave workers the ability to access their personal desktops, running as a virtual engine on a central server, from any location. At the same time, XenDesktop simplified the management of the operating system and applications: Virtual desktops boot from a centrally stored master image where certain standard applications are preinstalled. Other applications are delivered on demand to desktops through the XenApp environment.

Advanced Diversity also uses Hyper-V as its virtualization platform and is gradually outsourcing more than 30 server workloads to virtual servers— from exchange servers and database servers to the XenApp servers.

As part of its modernization project, Advanced Diversity implemented a mirrored storage solution at its two datacentres, managing it using Core Software. The Hyper-V hosts use the storage environment as shared storage. If one host fails, the virtual machines are automatically restarted on a different physical server. Even if both server rooms fail, the data mirroring still ensures all key systems remain available.

To satisfy its mobile workers Advanced Diversity use Citrix NetScaler VPX as their integrated application delivery controller," The solution provides an SSL VPN component that can be used to encrypt and secure web access to the XenDesktop and XenApp environment. At the same time, NetScaler VPX can take over the load balancing for critical services." The solution also supports the high availability of the virtualized IT infrastructure.

Business Challenge:

- Reduced IT Cost
- Minimize downtime
- Increase Productivity
- Secure Remote Access

Solutions:

- A multi-server XenDesktop/App solution was the key points of the environment to allow for both unexpected server failure and regular downtime for patching, application updates etc. without impacting user availability to the environment. Site

Results:

- Realized real-world benefits within 1 – 3 months after they purchased
- Increased the productivity up to 20-30%
- Reduced IT Cost
- Minimize Downtime
- Increased Productivity

Key Benefits

Reducing administrative work by making desktops available from a central location

Changes to the desktop environment have become much simpler with XenDesktop. Updates and patches no longer must be installed onto each end device. Instead, a single modification of the central desktop image suffices.

Providing flexible access to business applications using any end device

Employees who access the internal network using NetScaler VPX are spread out around the globe. Workers, for example, in different Locations can use all applications on their PCs, thin clients or notebooks, while the actual data remains in the secured datacentre.

Integrating unified communications into the virtual desktop

The HDX Realtime feature in the solution allows employees to work with all forms of communication tools, such as telephony, video conferencing or document sharing. VoIP telephones can be connected to end devices via USB. Since the processing power for the virtual desktops is provided by the servers in the datacentre, Microsoft Lync can be used on older PCs as well, as can the latest Microsoft operating system Windows 10.

Consolidating hardware through virtualization

"The server virtualization using Hyper-V has helped us improve hardware capacity utilization quite considerably and to reduce the need for physical servers and thereby the infrastructure costs generally associated with them

Looking Ahead

More and more, the Advanced Diversity is using all its Citrix solutions to create its own Advanced Diversity cloud. "The individual components are perfectly coordinated to work together and allow us to offer any IT resource at any location and for any end device. With the Citrix Receiver, we will be able to offer users the option to use their own smartphones and tablets to access our IT."