

Magnify - IT Services Management for Citrix

Service Overview

Poorly performing or unavailable IT systems are often the result of inappropriate monitoring and management of the business' Citrix environment. This has a direct impact to the productivity of the users accessing the Citrix environment and the business' bottom line. Magnify is GlassHouse's Citrix IT Service Management (ITSM) service to address this issue.

Using a combination of both advanced tools and processes, Magnify provides proactive monitoring of the Citrix environment, alerting GlassHouse's service delivery team to issues before users are impacted.

Magnify has been developed to provide Citrix specific resolver group functions, allowing for the service to be integrated with an existing ITSM Service Stack, and to provide enhanced Citrix monitoring and management functions for the business.

Magnify can be implemented in environments comprising of the full range of Citrix components, including Citrix XenApp 6.5, Citrix XenDesktop 7.x, Citrix XenServer 6.x, Citrix NetScaler 10.x, and XenMobile 8.x/9.x.

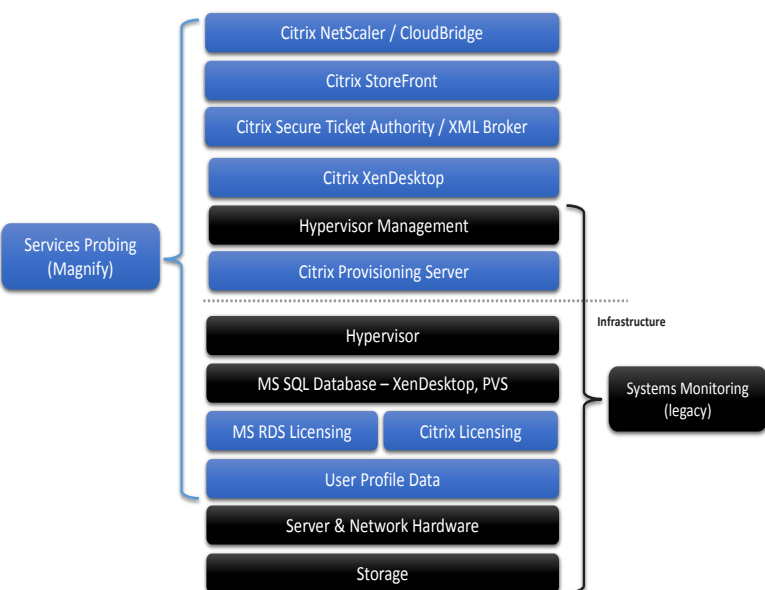
Value Proposition

With extensive real world experience in Citrix Solutions Architecture and Service Management, GlassHouse has combined both best practice and real world Citrix engineering principles, resulting in the Magnify framework.

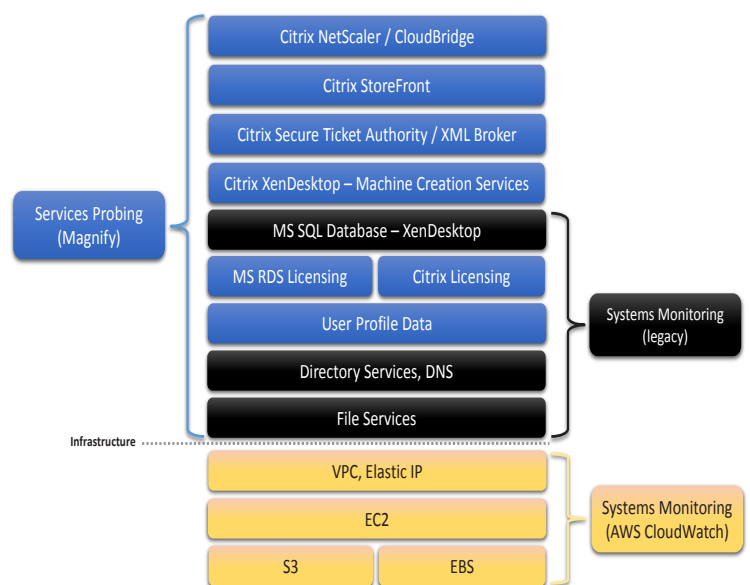
Based on the central tenet of automated and proactive monitoring, the adoption of Magnify results in:

- Increased business user productivity
- Improved service availability
- Increased user satisfaction
- Improved SLAs for operation of Citrix components
- Increased identification of root causes for raised incidents / problems
- Decreased time to resolution for Citrix related issues

Private Cloud Citrix Stack



Public Cloud Citrix Stack



MAGNIFY AND PRIVATE CLOUD / PUBLIC CLOUD SERVICES MONITORING

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Capabilities

- Aligns to ITIL v3 best practices
- Provides Citrix specific resolver groups for integration with existing ITSM service
- Can be rapidly implemented
- Advanced proactive monitoring of Citrix environment
- Supports Public Cloud as well as traditional Private Cloud / on-premises environments
- Monitoring components can on-premises or hosted in Public Cloud
- Magnify approach is extensible and can be used to monitor and manage the underlying hypervisor, compute, and storage components of the environment
- Flexible cost model that scales with the number of users within the environment

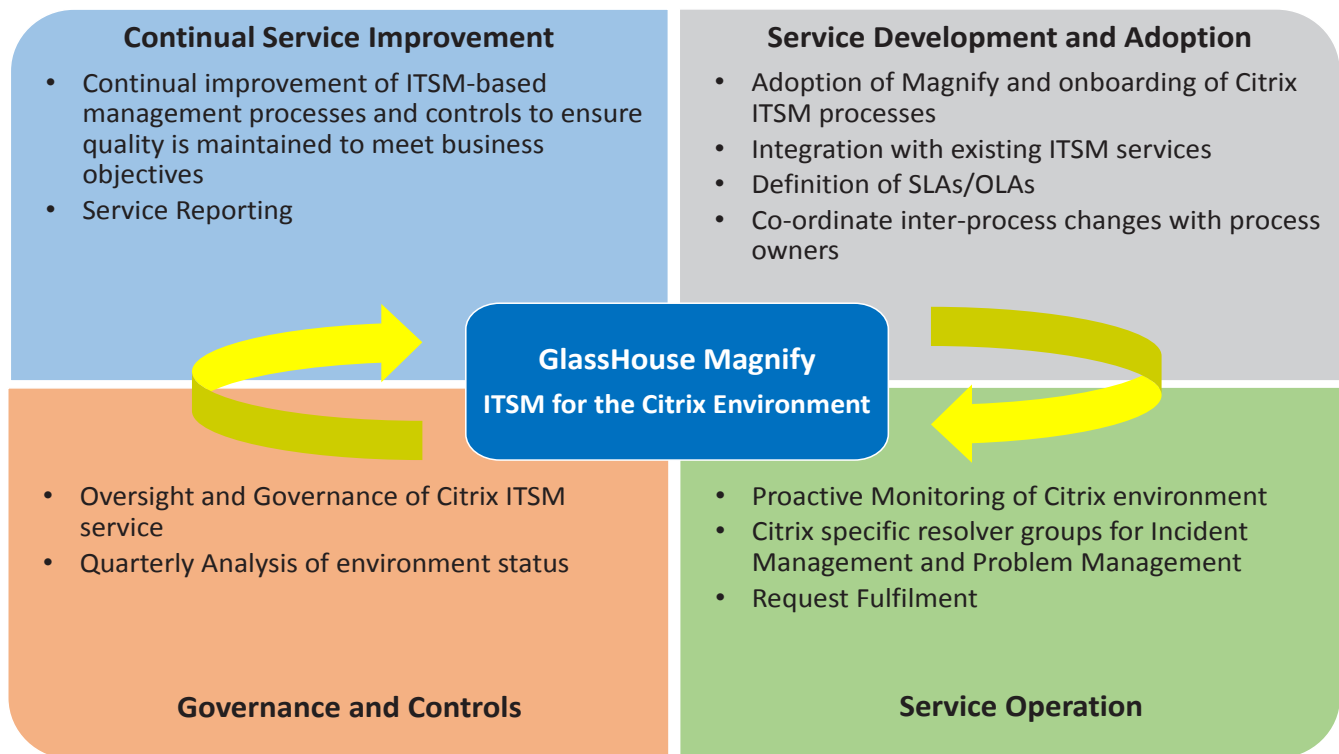
Outcomes

Through the adoption of Magnify, businesses can ensure that the correct and appropriate monitoring and service management solutions are in place for their Citrix environment.

After the initial assessment and stabilisation of the environment, Magnify provides the processes and methodologies to continuously improve the availability and ROI for the Citrix environment.

Proactive monitoring and management of the environment results in Citrix related incidents and defects being addressed before users and the business are impacted.

Incorporating strong governance and controls, Magnify is the right solution for Citrix IT Service Management



MAGNIFY IT SERVICE MANAGEMENT



Contact Details

Suite C3:08, 22-36 Mountain Street, Ultimo, NSW 2007, Australia
Office: 1300 736 138
E-mail: info@glasshousetechnologies.com.au