



## Diaxion is chosen to transform a large government agency's Citrix infrastructure.

### OVERVIEW

Our client is a national government agency and one of the largest scientific institutions.

With over 6000 staff in over 50 locations worldwide they deliver innovative solutions to challenges and issues that will impact society, industry and the environment.

### The Business Challenge

Our client had a current Citrix XenApp deployment that was designed primarily to provide access to a single source SAP application. They had aging hardware being underutilised and in need of alignment to the new strategy and infrastructure refresh.

They had an end goal of increasing functionality and utilisation across the organisation by using their current Citrix licensing model to greater effect. To achieve this they requested the assistance of Diaxion's expertise to develop a strategy that optimised the environment and acted as an enabler for further Citrix use.

In addition, they recognised their existing support models exposed the organisation to high levels of risk and also inhibited their ability to scale the environment in order to meet increased and ever changing technical and business requirements.

### The Diaxion Solution

Diaxion was engaged to develop a strategy that will allow our client to better align the Citrix investment with existing infrastructure capabilities and service offerings.

Diaxion's experience in similar large scale projects lead to a staged approach to ensure all related parties and internal stakeholders were fully involved and apprised of expected deliverables, timeframes and agreed outcomes of the project.

Stages include:

- Workshops and requirements definition
- IT Optimisation Documentation
- Audit
- Recommendations

Commencing with a series of interactive workshops, Diaxion gained a comprehensive and deep understanding of the business and technical requirements that needed to be addressed and resolved in order to achieve the desired outcomes.

Through better understanding of their IT strategy and the required business functionality, it was also recognised that utilisation of remote access and cloud programs were needed to be integrated into the Citrix technologies.

The outcome of these workshops was the creation of a requirements definition document that captured all the business and technical needs of the enhanced technology. This documentation was provided for validation and further refinement of the project deliverables. Both Diaxion and the client worked collaboratively to a successful outcome with real business benefits.

The final deliverable to our client was an IT Optimisation document that provided a



'one-view' strategic roadmap for the entire Citrix environment. This document mapped the detailed requirements of Citrix technologies (available under their existing Citrix licensing model) to provide a logical overview of the proposed solution on how they are able to do more with what they currently have.

The IT Optimisation included considerations for:

- Infrastructure
- Data Storage
- Database
- Backup and Recovery
- Monitoring
- Automation
- Operational Support & Training

At the conclusion of analysis stage our client had an extensive and comprehensive understanding of the on-going stages required to:

- Design
- Build
- Migrate and Support the Citrix environment in order to minimise project risk and upgrade and empower staff.

## The Design Outcome

Our Client requested Diaxion to deliver Architectural and Detailed Design documents as per their key recommendations that were identified in the IT Optimisation document.

Leveraging the information gathered during the engagement, Diaxion arranged additional inclusive interactive workshops and also reviewed all existing Architectural documents.

Those sessions subsequently resulted in the preparation and production of the following documents:

- Citrix Architecture
- Citrix Design
- Citrix Implementation and Test Plan

## The Business Benefits

Diaxion's flexible and reliable approach has provided a robust platform upon which they can now deploy extended and additional services.

The implementation of the new and upgraded systems has seen the overall user experience be greatly improved, increased reliability and better speed and performance. Prior to the Diaxion solution, there were excessive service requests, high levels of unreliability and poor speed.

Most importantly, our client's staff have developed improved skills, experience and ownership of the technology solution.

The best IT solutions are not about a single approach to a problem but about how a solution complements an entire organisation's strategy.

Diaxion offers IT strategy and optimisation services to support and promote business goals. By integrating IT solutions across business units and building strong IT capability and understanding, organisations are given the best chance of achieving their business targets.