



Citrix Health Check for an Enhanced User Experience



Our Citrix Virtual Apps and Desktop Environment Health Check Service is designed to ensure your solution performs as you expect it to, providing your end users with an optimal and consistent experience

The challenge

Many Virtual Apps and Desktop environments are deployed against a set of requirements and perform well at the beginning of its lifecycle. However, over time the environment requirements change, the environment scales, new applications are introduced, and general administrative changes are performed on the environment.



Citrix Environment Review Overview

Kerv Transform's Citrix Health Check provides a detailed report of your environment(s) and allows your business to benchmark the deployment, in depth, against Kerv's, Citrix's, and industry recommended practices. Via a RAG report, your business will be able to focus on the required service improvement actions to optimise the environment.



End User Experience

During the environment review, we will provide observations around the end user experience. Recommendations will allow for improvements on the environment that will benefit the end user's productivity and improve perception. Additionally, time spent on operational tasks are typically reduced allowing Administrators to focus on non-support tasks.



Security and Lockdown

Your Citrix Virtual Apps and Desktop environment provides a centralised management solution for your end users. However, security gaps can often exist and can pose a threat to your network. The security and lockdown review reports against potential security gaps and ensures that the access methods are fit for purpose and secure.



Observation and Remediation Report

The environment review will be carried out by a highly experienced, fully qualified Citrix consultant, who will conduct an in-depth review and provide a detailed report documenting the findings. The report will highlight the strengths and weaknesses of the platform and detail recommendations that will ensure your environment is optimised and working at peak performance



Advanced Environment Review Add-on

The Advanced Health Check contains everything the Standard Health Check does but we'll also run an additional strategy workshop with key stakeholders that will help create an end user computing strategy for the next 2-5 years.

What's included in the report?

What's Included	Standard Environment Review	Advanced Review
General		
▸ Executive Summary	✓	✓
▸ Environment Map	✓	✓
▸ Observation RAG Overview	✓	✓
Citrix Virtual Apps and Desktop Environment		
▸ Operating System Best Practices	✓	✓
▸ HDX/ICA Policies	✓	✓
▸ Patching and Hotfix Management	✓	✓
▸ Server Provisioning and image Management	✓	✓
User Environment		
▸ End User Experience	✓	✓
▸ Profiles and Workspace	✓	✓
▸ Folder Redirection	✓	✓
▸ Group Policy Best Practices	✓	✓
▸ Device Access and suitability	✓	✓
Infrastructure and Resources		
▸ Top 20 Critical Events	✓	✓
▸ Deployment Topology (On-premise, hybrid cloud or cloud deployment review)	✓	✓
▸ Service Health and Resource Management	✓	✓
▸ Citrix Infrastructure Load and Performance	✓	✓
▸ Server Standardisation / Consistency	✓	✓
▸ Business Continuity	✓	✓
▸ Licensing	✓	✓
▸ Network Latency	✓	✓
▸ Environment Maintenance Best Practices	✓	✓
▸ Monitoring capabilities	✓	✓
Security and Lockdown		
▸ Access and Authentication	✓	✓
▸ User Environment Security and Lockdown	✓	✓
▸ Malicious Code Execution	✓	✓
▸ Auditing, Logging, and Event Capturing	✓	✓
▸ Anti-malware best practices	✓	✓
Remediations		
▸ Detailed Observations and recommendations	✓	✓
Add-on Features Recommendations		
▸ Short Term Strategy		✓
▸ Mid Term Strategy		✓
▸ Long Term Strategy		✓

Health Check Approach



Scoping

A scoping call will be initiated to establish a high-level understanding of your environment, current challenges and pain points you would like to address, and if the Advanced Health Check will be required.



Report and Present

Once all data is gathered, then the team will document all observations and recommendations into a detailed report. The report will subsequently be presented to stakeholders. Recommendations will be discussed in detail and options presented to assist with implementation of the recommendations where required.



Review

The Citrix Environment Review will commence once all prerequisites are completed. We'll usually require a few days onsite reviewing the environment and gathering data, utilising manual and automated checks. Additionally, some workshops may be required interviewing staff to gather information into the general experience of the environment against their workstyles. Should advance health check features be required, then additional workshops will be held with key stakeholders.

Why run a Citrix Health Check with Kerv Transform? We are one of the most highly technically accredited Citrix Partners in the UK and have architected, built and supported many of the UK largest and most complex Citrix environments with users up to 10,000.

Key Benefits



Discover issues before they impact users



Receive recommended fixes of discovered issues



Detection of missing security provisions



Monitor your on-premise and cloud Platforms

Improve Your User Experience

Of course, every business is different. Which is why we don't offer a one-size-fits-all approach. However, we have delivered many Citrix Health Checks and give an approximate time and resource timeline.

Organisation size (seats)	Typical time
1-250	2 business days
251-750	3 business days
751+	5 business days



To find out more information and book your Health Check:

hello@kerv.com kerv.com

