

Case Study: RETAIL

WHO

- Europe's largest golf retailer
- Over 130 stores in UK and Republic of Ireland
- 1x site involved - Head Office
- 3x servers
- 40 users

CHALLENGE

- 40 key head office users experiencing issues with their Citrix environment
- Users being deleted rather than logged off systems - impacting productivity
- Limited Citrix knowledge in-house
- Needed expertise to mitigate issues as they occur
- Know-how preventing important upgrade to Citrix environment

SOLUTION

- Proposed supply of expert Citrix consultant to diagnose issues
- Quickly got to grips with issues affecting the environment
- Identified concurrency issues and resolved
- Reconfigured Citrix servers for failover to introduce more resilience
- Proposed upgrade options
- Implemented the upgrade

BENEFITS

- Environment now more stable
- Possible for more users to be on system at any one time
- No headaches internally if an issue - just a phone call away
- Citrix system running faster and more reliable
- Eliminated lost user productivity as systems keep working

WHY SERVIUM?

- Expert knowledge of Citrix technology
- Understood how to maximise investment in existing environment
- Providing ongoing ad hoc remote support
- Customer now considering full support contract



Workspace

Servium

