



## #5: A problem with any of the individual components of the network can (and often does...) impact the Citrix farm performance, which degrades the user's experience.

Citrix is an umbrella technology, meaning that it resides on its own servers but must interact with the database servers, virtualization host servers, mass storage in the form of Storage Area Networks (SANs), web servers, license servers, applications, and network components like switches and routers. End users call every problem a Citrix problem because every other component remains hidden behind Citrix. The reason it can take so long to correct what are seemingly Citrix issues is that your IT services team must spend a considerable amount of time trying to determine which of these components, including the Citrix servers themselves, actually has the problem.

How do you correct these problems, improve productivity, and improve the end user experience?

1. **Get visibility into your end user experience**
2. **Get visibility into the problems your end users are facing more quickly**
3. **Get management tools that will give your IT team the full picture, including the end user experience**
4. **Build proactive IT management**