

Top 5 Reasons Citrix is Slow

#1: The IT department does not have the appropriate tools to readily identify problems in the Citrix environment.

The best solution we have found is to deploy a management tool that gives you full visibility into every area of your network, including Citrix, so that when a problem arises, the root cause can be quickly identified with data that is correlated from across the network. The best and most effective way to improve the end user experience is to include a tool that actually measures the end user experience on every device that is capable of reporting to IT. When performance is outside of acceptable norms, this give IT the best opportunity (60% of the time+) to correct issues before end users call the Support Desk.

If there is no budget for third party tools, Citrix EdgeSight can be deployed relatively inexpensively allowing some insight into your Citrix environment. This will not give you any data for areas outside of Citrix, but at least your IT services team will not be blind to what is happening within the Citrix components.

#2: Most current management tools only cover issues related to one product or service, which makes it difficult to get the whole picture.

All IT organizations have some management tools, but they are rarely interconnected. The server team uses two or three products, the network team is using something else entirely, and so it goes across the organization. When there is a problem, the path to resolution typically takes the form of "tiger teams" with experts from each department bringing their tools' reports to a collective meeting and comparing notes in an effort to identify the problem. Often symptoms are identified, but it can be very difficult to arrive at a root cause. Hours can be lost trying to solve a symptom that showed up on one report that was caused by a problem in another group that did not even register as an issue on their management tools. Small to medium organizations with small, part time or outsourced IT services often have no significant management tools at all.

#3: Without identical Citrix servers or a manageable number of images, the number of variables involved in diagnosing a problem can multiply exponentially.

If you are in an environment where servers are managed individually, it is simply too easy to miss an update on one or incorrectly key the update on another. If you wind up with three or four variations to deal with, this makes diagnosing problems totally unmanageable. There are advantages and disadvantages to Citrix' two packages for central server image management (PVS and Machine Creation Services), but one thing is for sure, if you have 8 Citrix servers or more (VM or physical), you should be using one of these methods. We can help you make the right selection for your environment.

#4: Lack of Citrix expertise on your IT staff or with your Citrix consulting partner.

Without the proper management tools to diagnose issues, particularly related to Citrix, you end up relying on the expertise of your staff or consulting partners to resolve issues. Top Citrix talent can be very expensive and cost prohibitive for organizations to have as a dedicated resource, and consulting organizations that do not focus on Citrix deployments face the same problem.

We have found that this lack of expertise is commonplace in most of the Citrix customer environments we encounter. Where that is the case, we are typically called back to assess/repair the environment after 12-14 months. The reason for this is that the environment is left as is and not maintained since no one has the knowledge required to do it, and it gradually degrades to the point of usability.

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#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 is 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