



CASE STUDY

CITRIX PERFORMANCE ISSUES

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Introduction

A public sector client had hired one of the well-known large consultancy companies to design and implement their remote access platform based on Citrix products.

They were three years into the project and they were struggling to complete it. There were numerous complaints from the end users and the client's business was suffering as a result. The main issue that was being reported was that at certain times of the day, the system was start to slow down and lag, causing the users to get frustrated and the perception of the new system that they had promoted as being a business gamechanger was quickly becoming the primary business problem.

The consultancy firm that designed, built and deployed the system were claiming that the platform was designed according to Citrix best practices and therefore performance is as good as it can get.

The client was suffering with a poor performant system, business had growing frustrations and the project budget had spiralled out of control.

There was no perceived resolution from the consultancy firm

The Challenge

The frustrated client was already three years into the project, so as well as being well over budget, they were desperate to complete the project as quickly as possible and to deliver what was promised to the business. Unfortunately, the client did not have the technical skills required from their internal technology team and were forced to rely on the consultancy organisation to complete the work.

Hardware decisions have already been made and kit has been purchased and as such, there was not much scope for change and budgets had already been exceeded. In addition, the client had purchased expensive graphics cards to provide better performance which were not operational and the client rightly wanted them to be fully functional.

So the client had a solution that wasn't delivering and causing issue to the business operations, the consultancy firm had blown the budget and had not more answers to the issues, Application Delivery Solutions were invited to assess the deployment.

Consult

After the initial free consultation, where we worked through the issues of the deployment, it was agreed that AppDS would prepare an infrastructure assessment document that would identify the reasons for poor performance as well as short and long-term plan to resolve the issues with the deployment.

The infrastructure assessment identified several key issues with the platform

1. User density calculations were not completed correctly and was calculated as a purely paper exercise with no data collection carried out.
2. Graphics cards, while installed were not actually being utilised due to a configuration issue.
3. No physical host performance testing was carried out during load testing.
4. Various configurations issues, incorrect drivers and out of date software across the install.

Deliver

Based on the results of the assessment, we then prepared a short and long term plan to resolve the issue that the organisation were experiencing.

Short term steps

1. Change the configuration, thus enabling the graphics cards properly.
2. Perform the required software upgrades to a suitable version level.

Long term plan

1. Carry out user and application assessment and collect performance data.
2. Split users and applications into groups based on their performance requirements.
3. Change user density calculations to reflect the data above.

Succeed

A large consultancy company had charged the customer hundreds of thousands of pounds to design and implement an Citrix environment that that did not meet their expectations. Each day they were troubleshooting it was causing the client to spend significantly more funds on trying to resolve the issues.

Within a two week period, AppDS assessed and provided a plan on how to get the project back on track and complete it within the next 3 months.

The project was deemed a success and the plan that AppDS provided returned the project back on track. Within 2-3 months, the project was completed, and the client was finally presented with the original solution they scoped at the start of the project.

If you are in a similar situation, AppDS will offer a free initial consultancy to determine the root cause, provide a fixed cost plan and resolution.