

Proactively manage your Citrix environment with Hogan Managed Services

Why Managed Citrix Services?

Maintaining the stability, health and reliability of your Citrix infrastructure is a major undertaking—and many IT teams don't have enough resources or the right tools and expertise. That's why Hogan Consulting Group developed a Managed Services practice to improve your infrastructure while saving you time and money.



**Partner
Platinum
Solution Advisor
Specialist**

Hogan Consulting Group's Managed Services for Citrix examines your existing Citrix operational state and provides the following unique proactive services:



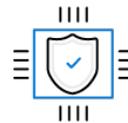
Infrastructure Monitoring:

Monitoring plays a vital role in maintaining a healthy, reliable IT environment, but it can distract you from strategic projects. Our team sets and fine-tunes thresholds, configures alerts and provides 24/7 automated monitoring of Citrix infrastructure components, from licenses to servers.



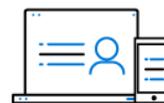
Infrastructure Management:

To optimize system uptime, we work proactively to make sure patches and upgrades are handled promptly and smoothly. We also work reactively to address pain points. Monitoring and alerting minimizes the impact of unforeseen issues.



Infrastructure Stabilization:

We bring your Citrix environment to a steady state without disruptions. Our team works behind the scenes to stabilize your infrastructure by targeting and fixing a defined set of issues. Our services include an environment assessment, root cause analysis, and change, release, and configuration management. We also provide proactive monitoring and a service desk to manage, track, and address stabilization items.



User Expansion:

Obtaining full value from a new Citrix solution requires timely rollout to your user base. Managed Services accelerates the onboarding of your new users. Our services include supporting your rollout plan, identifying user groups and workflows, configuring the Citrix environment, adding users to groups, onboarding and providing automated monitoring.

Leave your Citrix infrastructure to us. It's what we do all day

A Managed Services engagement will help you optimize your investment in Citrix solutions without the need to dedicate internal resources to monitoring, expansion, stabilization and management tasks.

2016 Citrix Mobility Partner of the Year

2008 Citrix Partner of the Year

2015 Citrix Innovation Partner Award

2008 Delivery Center Partner of the Year

CORE ELEMENTS

<i>Core Elements</i>	<i>Description</i>	<i>Protect</i>	<i>Premium</i>	<i>TRM</i>
Server Monitoring	Monitoring the customer's servers for any issues that may arise.	•	•	•
Application Monitoring	Monitoring customers' services and application availability.	•	•	•
Respond to Alerts	Respond to and correct errors/alerts triggered by monitoring tools and/or tickets logged by client.	•	•	•
Basic Maintenance	Basic automated maintenance and self-healing solutions applied to customers' servers, and network devices.		•	•
Patch Management	Monitoring of patch levels; ensuring servers, and other core systems are kept up to date.		•	•
Performance Reporting	Quarterly meetings to review customized reports, overall network health, and strategic IT planning with customer and Hogan Consulting Group engineer.		•	•
Primary Contact	Assigned Technical Relationship Manager will be the main point of contact for all things related to a customer's end user computing environment. The focus areas from the Hogan Consulting perspective will revolve around Citrix, VMware, Pure Storage, Palo Alto Networks, Ivanti, and Lakeside Software. TRM's are often aware of many other additional technologies and can assist in helping the customer with exploring how those additional technologies may supplement the end user experience.			•
Dedicated Monthly Visit	The TRM will engage with the customer for dedicated day(s) of service each month per the agreement. This time can be spent looking at ongoing issues, growing the environment, new technology exploration, etc.			•
Quarterly Presentation	Each quarter the TRM will put together a presentation for the customer covering significant technological trends in the end user computing market.			•
Technology Business Alignment	Technology is only successful if it is being aligned to a company's business strategy. Time will be spent meeting with management to ensure that technology initiatives are meeting the business goals. This will include a quarterly meeting with end user computing technology managers and at least two meetings annually with C-level technology management as well as business managers as desired.			•



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About Hogan Consulting Group

Headquartered in Chesterton, Indiana, with offices located throughout the Midwest, Hogan Consulting Group (Hogan), is a leading provider of virtualization and cloud strategies. Our solutions improve business agility and boost user productivity with secure, seamless remote access to apps and desktops from anywhere the user desires; regardless of device.