ARROW XPAND

PTC Managed Service Offering

Citrix Application Delivery Controller
– Value Proposition

POSITIVE
THINKING
COMPANY

ARROW

VALUE PROPOSITION

citrix™

BACKGROUND

Citrix ADC is a leading application delivery and load balancing solution that allows businesses to deliver a great experience to users, in any location, on any device.

Citrix ADC offers customers the following benefits:

● **Flexibility:** Citrix ADC allows businesses to deliver applications across any network or cloud. For businesses that are moving to the cloud, Citrix ADC can streamline the way.

● **Security:** Applications and APIs are more secure, with consistent controls across the whole environment, that support a zero trust model.

● **User Experience:** Users have a better experience, with fast, high-performance applications, anywhere.

● **Availability:** Citrix ADC enables businesses to keep their critical applications running at all times. – Remote Access: Citrix ADC integrates with VDI and offers a secure VPN and RDP Proxy.

PTC has developed a managed service which allows customers to hand over the management and administration of their Citrix ADC to PTC's expert teams.

WHY A MANAGED SERVICE?

There are so many options to choose from and ways to deploy Citrix ADC, it can be complex for customers to manage. Citrix ADCs sit across many different departments within the business, so no one group takes ownership. It touches the CISO, Developer, App Admin, Network Admin and Service Manager.

In addition, because of the complexity most customers are not utilising Citrix ADC to its maximum potential or realising the full value of the solution. There is a growing need for expert support and services to offer to customers.

Citrix ADC is time consuming to manage and maintain. It can be difficult to stay on top of SSL certificates, config changes, versions and updates, vulnerabilities and maintenance.

PTC Citrix ADC Managed Service will help meet these challenges and remove the management and administration burden from customer IT teams.

WHAT ARE WE DOING?

PTC will provide customers with a high quality Citrix ADC managed service that meets their availability and application delivery challenges.

HOW DOES ARROW XPAND'S CITRIX ADC MANAGED SERVICE WORK?

PTC's Citrix ADC Managed Service utilizes Arrow Xpand, its own managed service platform. By deploying a virtual appliance into the user ADC environment, our expert team can connect remotely ensuring the Citrix ADC is backed-up, compliant, upgraded and configured the optimal way.

PTC can quickly, compliantly and securely onboard new applications when the business requires.

PTC's security operations team will proactively monitor vulnerabilities and security information, making preventative changes automatically where possible and alerting the customer where bigger changes are required to protect against downtime or security incidents. PTC's service desk communicates transparently with customers.

PTC continually captures and analyzes log data and metrics in the PTC cloud analytics portal and uses this intel to improve performance, security and availability.

By using PTC's managed service, customers can be assured that they are maximising their investment in Citrix ADC technology and maintaining best practice.

WHAT OPTIONS ARE AVAILABLE?

PTC uses its Managed Service platform Arrow Xpand to take customers through the stages of adoption.

Stage 1 – Analyze

Customer configurations are loaded into Arrow Xpand, a free tool, where they are analyzed for errors, discrepancies and improvements. Arrow Xpand is secure and anonymous. Customers receive useful insights into their configs and can stop here, or move to the next stage.

Stage 2 – Discover

By creating an account in Arrow Xpand, customers can upload multiple configs, then save, share and organize their Citrix ADC configs. From here, it is a simple step to PTC's fully managed Citrix ADC service.

Customers can opt in for a full health check which will analyse workloads, network topology, licensing optimizations and ADC design. This analysis will generate a full report including a full remediation plan.

Stage 3 – Manage

PTC offers three levels of Citrix ADC Managed Service: Base, Gold and Platinum.

WHAT ARE THE BENEFITS?

WHAT ARE THE BENEFITS TO CUSTOMERS?

PTC's Citrix ADC Managed Service is an attractive proposition for customers wishing to leverage investments in Citrix ADC technology, who would like to drive:

- **Value for Applications:** Fast, reliable & automated way to deploy applications and guarantee security.

- **Value for Cloud:** Seamless experience in multi-cloud environments.

- **Value for Infrastructure:** Protect and accelerate all network traffic.

- **Value for Security:** Implementing ADC ensures a consistent security posture.

- **Value DevSecOps:** Improving speed, increasing agility & improving application performance.

	BASE	GOLD	PLATINIUM
Contact via service desk and email	✓	✓	✓
FRT Objective	Next Business Day	8 Business Hours	4 Business Hours
Logging is included	✓	✓	✓
Config backup is included	✓	✓	✓
3 upgrades per year	✓	✓	✓ (After business hours included)
Business hours only	✓	✓	✓ Optional 24/7 Support
Monitoring and Alerting	✓	✓	✓
ADC Config Analysis (Daily)	✓	✓	✓
ADC Config Analysis Remediation	Initial Remediation on TAM-h. Remediations for Critical Issues included Other Remediations on TAM-h	Initial Remediation on TAM-h. Remediations for Critical & Major Issues included Other Remediations on TAM-h.	Initial Remediation on TAM-h. Remediations for Critical, Major, Medium Issues included Minor Remediations on TAM-h.
ADC HA pair/cluster health	Mon & Alerting	Mon & Alerting	Mon & Alerting
Content Switch/Load Balancing/ Service(Groups)/Gateways Health		Mon	Mon & Alerting
Web-Application External Monitoring			Mon & Alerting
Free Let's Encrypt Certificate Mgmt(*)	✓	✓	✓
Customer Provided Certificate Mgmt		✓	✓

(*) available as long as Let's Encrypt provides this free service

CUSTOMER USE CASES

COMMON SECURITY VULNERABILITY FOLLOW UP

In December 2019 Citrix released a security bulletin concerning their ADC Products describing a potential high severity security issue.

The bulletin for CVE-2019-19781 was created on December 17th and outlined a workaround. PTC assessed the CVE and workaround the same day and started planning to implement it across all managed services customers. Our team communicated the planned next steps to our customers and implemented the workaround on the same day.

We then followed up on reported side-effects, public information and community feedback. Our customers experienced no downtime as a result of the CVE.

One customer said:

"We are now aware of how important the implemented mitigation and later on ADC firmware updates have been and we are very happy with the way this was handled and followed up on."

PROACTIVE CAPACITY MONITORING

Our clients are faced with continuously evolving situations: adding and removing applications, mergers and acquisitions, accelerated home working etc.

These changes can impact on the usage and performance of Citrix ADC.

As part of our managed service, PTC continuously monitors Citrix ADC's key performance and stability indicators and proactively alerts the customer when resource or license limits are looming. PTC discusses the options, such as changes in resource allocation, pooled licensing allocation, scale-up / scale-out scenarios and our expert team can guide customers through the complex sizing and licensing options available.

One customer said:

"We got notified that there was a slow memory leak on one of our critical ADC pairs and in the weeks after we were continuously kept up-to-date on regular pro-active HA failovers while we validated a newer firmware build through our test environments."

NEXT STEPS

You can access PTC's Managed Services and the Arrow Xpand platform by visiting:

positivethinking.tech/citrix-adc-managed-services

Contact us: emea_managedservices@positivethinking.tech

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