



# YOUR GUIDE TO CITRIX MANAGED SERVICES

**ASKING THE BIG QUESTIONS ABOUT YOUR IT ENVIRONMENT...**

***Do You Want Ongoing Stability, Security  
And Productivity Out Of Your Citrix  
Environment?***



## IS YOUR CITRIX ENVIRONMENT THE SOURCE OF HEADACHES?

*Do your users have complaints about the performance of your Citrix environment?*

Do users call your service desk and complain their "Citrix" is running slow, and you can't seem to easily pinpoint the issue? Do you find your users are bypassing Citrix because it's unreliable?

*Do you want to keep maintaining systems yourself Or focus on your strategic IT requirements?*

Do you spend more time putting out "Citrix" fires, than implementing the new systems your business and management requires to be agile and more competitive? What is it costing you, and the business to keep the Citrix systems maintained, and keep your knowledge up to date?

## QUESTION...

Do you have the stress of not knowing how to fix issues you've never seen before, or keep your team's Citrix knowledge up to date? Have you had enough of dealing with real time, companywide issues?



### **Maintenance To Ensure Stability And Frequent Fixes For Known Issues**

We put out the “fires” that can be prevented, ensuring you’re never left in an unavoidable and unpredictable state ensuring a streamline and secure environment.

### **Monitoring For Quick Resolution Of Problems**

Monitoring tools allow us to quickly pinpoint an issue to its root cause. Proactive monitoring allows us to manage, track, and address stabilization issues.

Monitoring also gives you the ability to escalate issues to “the experts” when you or your team get stuck.

### **Management To Drive Genuine Transformation Within Your Organization**

Our team does the remediation work for you, so you can get on with other priorities. There is no hassle, no need to be “the expert” or having the “stress” of fixing issues.

We look after Improvements, capacity planning and give you the expertise required to monitor, manage, and keep your systems running, leaving you free to focus on your customers.

## **TESTIMONIAL**

What Our Clients Say



*“This simple, turnkey service from Teba has eliminated the complexity of desktop management and enabled us to manage our Citrix solutions with ease and remediated complex issues.”*

Kelly B.

# MANAGED SERVICES: EASY AS 1 - 2- 3

## Identifying The Best Solution For Your Citrix Environment

Learn about the three core deliverables that comprise a managed services offering including remote monitoring, service desk support and environment updates. Our packages are completed tailored to meet your organisations' needs with our services completely customisable.

MAINTAINED	+MONITORED	+MANAGED
✓ Minor Citrix Software Updates	✓ Minor Citrix Software Updates	✓ Minor Citrix Software Updates
✓ Citrix Security Patches	✓ Citrix Security Patches	✓ Citrix Security Patches
✓ Microsoft Security Patches	✓ Microsoft Security Patches	✓ Microsoft Security Patches
✓ Microsoft Features Patches	✓ Microsoft Features Patches	✓ Microsoft Features Patches
✓ Health Checks	✓ Health Checks	✓ Health Checks
✓ Opex	✓ Opex	✓ Opex
	✓ Monitoring	✓ Monitoring
	✓ Business Hours Service Desk	✓ Business Hours Service Desk
		✓ Remediation
		✓ Performance Improvements
		✓ Technical Relationship Manager
		✓ Major Microsoft Updates

### Optional Extras

- Operating System Updates
- Test DR Environment
- Major Updates & App Installs
- After Hours Support



# MANAGED SERVICES: EASY AS 1 - 2 - 3

Teba's Managed Services helps business optimize investment in Citrix solutions without the need to dedicate internal resources to monitoring, expansion, stabilization and management tasks.

## **MAINTAINED**

- Prevent un-necessary issues by keeping the environment regularly checked and maintained.
- Reduce Support calls, and Improve employee productivity.
- Keep your environment secure with the latest approved security updates

## **MONITORED**

- Stop performance issues in their tracks, before your users even notice them.
- Monitor continually, and have us improve your Citrix performance.
- Avoid situations where performance setback reflect negatively on the IT team, regardless of fault, helping users get on with tasks.

## **MANAGED**

- Keep your Citrix environment performing to optimum levels for improved business efficiency.
- Become a proactive system manager rather than reactive problem solver.
- Gives you the clarity you need to drive ongoing operational improvement that deliver genuine competitive advantage.



## PROCESS TO GET STARTED

- 1. Audit And Healthcheck:** You provide us any details and documentation you already have on your environment. We logon to your environment and run some non invasive scans, check logs, settings and update any relevent documentation.
- 2. Recommendation And Remediation:** We provide recommendations to bring your environment to a good base level, so that supporting the environment is easier and more cost effective in the long term.
- 3. Select Your Service Level:** We can then offer you a fixed price maintenance program based on the one of the levels (Maintained +Monitored +Managed and any option).

NAME:

COMPANY/TITLE:

LOCATION/DATE:

SIGNATURE:

DATE:

### CONTACT INFORMATION

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