Citrix Affordable Agile Working

'Smartdesc delivered excellent solutions to the strategic IT goals that we were looking to achieve. The technical and Virtual IT Director expertise form a crucial part of our decision-making and we are very pleased with the results of the project to date. We look forward to working with Smartdesc and Citrix on the next stage of our agile working journey'.

Peter Norgate,
Director of People & IT, Terrance Higgins Trust

![smartdesc logo]

the project

Background

Terrence Higgins Trust is the UK's leading HIV and sexual health charity. They support people living with HIV and help those using the services to achieve good sexual health. They are an organisation that pride themselves on placing the service user and their privacy first.

Situation

Terrence Higgins Trust (THT) identified a need to transition to more flexible working practices with the goal of reducing office space costs, reducing travel costs, and allowing staff to work effectively from any location. THT decided to move their head office to a smaller premises with embedded Agile working.

With server hardware and operating systems at the end of their planned 5-year lifespan, a full infrastructure review was conducted. Smartdesc agreed with THT that the priorities were to:

- Reduce maintenance, power and office space costs of having servers in THT offices.
- Reduce the number of organisation-wide outages caused by head office power / internet failure taking servers offline.
- Upgrade operating systems and Microsoft Office to newer, more secure, versions.
- Embed Agile in the solution design.
- Engage with staff as part of the design process.

The Smartdesc Virtual IT Director worked closely with THT to strategically look at a variety of options, costs, and benefits including RDS, Citrix, Microsoft 365 and co-location/cloud.

Solution

An Agile Technology 'Lab' was set up and all staff were invited to try different technologies and setups on different devices, to help translate the concept of 'Agile working' into a real user experience. The lab was extremely successful in providing feedback on available solutions, in addition several other Smartdesc Charity Customers approached THT to see the 'Lab' in action, which THT were kind in facilitating.

Citrix worked closely with THT to present their technical solution clearly and with a solution-focus. This helped sell the vision of the project and increased engagement. Citrix also offered the best way of integrating with Zoom enabled video calls, which is a critical tool for THT.

Infrastructure: THT decided on a hybrid Cloud and Datacentre model, offering a stable, redundant solution that had a lower TCO than a full cloud solution or a full thick client solution.

Platform: Citrix was the best solution as it offered a secure and centralised control of a standard desktop and environment to log into but retaining the flexibility to use any device.

Microsoft 365: would be integrated during later project phases including Exchange Online, SharePoint online, Teams and Autopilot with Intune.

Results

➢ **A new, modern centralised IT environment, accessible from anywhere.**

➢ **Lower running costs and maintenance overhead whilst improving the reliance of the IT Infrastructure.**

➢ **Delivery of an agile-ready solution that staff can utilise without substantial learning overheads, and without introducing barriers to adoption.**

➢ **Roadmap to move to a full Citrix Workspace in the future, in a phased, controlled way in line with the THT strategy.**

➢ **Existing devices can be utilised with the new infrastructure – Macs, Chromebooks, Tablets – traditional solutions would not support all these easily.**