

# AJUNTAMENT SANT CUGAT

Implementation of a workplace virtualization and incident monitoring platform

## The project

### Client



The City Council of Sant Cugat del Vallés needed to upgrade their Citrix workstation virtualization platform to a more modern technology. Additionally, they also needed to implement a monitoring tool that would allow IT staff to have visibility into the status of their virtualization platform and to be able to respond quickly to new user incidents.

### Used services

- Workplace & Mobility

### Technology

Citrix XenApp, XenDesktop 7.15LTSR

## Challenges



Implement the latest version of the Citrix platform.



Apply the new features without affecting the production service.



To offer a workstation virtualization platform with the new technologies of Citrix.



## The solution

The implementation of a parallel platform with the latest Citrix technology which make easier the management of machine supply using Machine Creation Services. They also provided monitoring tools such as Citrix Director so that IT Department can speed up the resolution of possible incidents. With this new production environment, they planned to migrate users to the new platform.

## The result

It was possible to introduce in the City Council of Sant Cugar del Vallés a workstation virtualization platform with the technological innovations presented by the Citrix solutions, as well as a monitoring tool that facilitates the view of the state of its virtualization platform in order to respond quickly to incidents.