

# 2015 Awards for Customer Excellence: Nominee

Jim Fisher, Citrix

Software leader gains efficiencies, transforms from  
reactive to proactive IT

Operations Bridge

## High-level overview

Using HPE Citrix realized the following benefits:

- Reduce major incidents 40% and ticket counts 20% over five years, despite growth from \$1 billion company to \$3 billion company
- Reduce costs with HPE Operations Bridge (over five years):
  - \$7.8 million by mitigating risk of outage impact through automated health checks
  - \$2.9 million reduced OPEX through event management process efficiency and elimination of manual health checks
- Reduce costs with HPE Universal Discovery (over five years):
  - \$1.8 million through improved productivity in change management, automated relationship mapping, CAB/Bridge call meeting cost avoidance and SOX audit
  - \$497,000 through mitigation of change impact risk
  - \$45,000 through reduced expense of audit-related physical inventory
- Transform from reactive to proactive business service management
  - Automate health check; reduce customer impact
  - Reduce MTTR and critical events
  - Mitigate risk to reduce service interruptions and degradations
  - Improve change management process efficiencies
  - Automate relationship mapping and process efficiency
- Create MyCNOC custom portal for access to tools, reports, trends, videos and documents on use cases and advanced functions

## Company

Citrix is a global software company that provides server, application and desktop virtualization, networking, Software as a Service and cloud computing technologies.

## Contact

Jim Fisher is Group Manager, ITSM, at Citrix.

## Business goals

Citrix faced several IT challenges. Health checks were manual. The cost to restore service was high. IT lacked service metrics and was reactive with a large number of critical events. IT lacked visibility across disciplines including change impact and relationship mapping.

## HPE Software implemented

HPE Operations Bridge: HPE Operations Manager i (OMi), HPE SiteScope, HPE Business Process Monitoring, HPE Universal CMDB, HPE Network Node Manager and HPE Network Automation. The integrated suite relieved immediate pain points and aligned with Citrix's longer term goals of global service delivery and scale for growth.

## HPE Partners

HPE Software Elite Partner **Pepperweed Consulting (Avnet)** helped configure additional application monitoring with HPE Operations Bridge and HPE SiteScope. **Idhasoft** matured Citrix's use of HPE CMDB for configuration management. Certified HPE Software Specialist Partner **J9 Technologies** enhanced networking to ensure robust monitoring and provide additional views into networks and routers.

## HPE Software Professional Services:

Conducted the initial implementation and configuration of HPE Operations Bridge. Citrix also leveraged HPE Value Management Office to quantify the business benefits of Operations Bridge.

## Benefits

Transform from reactive to proactive IT management, increase customer experience and optimize resources.



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