



FROM OUTDATED TO CUTTING-EDGE:

**+\$100 BILLION PC FIRM
TURNS TO AGIO FOR CITRIX
VDI ENVIRONMENT UPGRADE**

Picture this...

You're a +\$100 billion private credit firm running an outdated Virtual Desktop Infrastructure (VDI) environment that is plagued by performance issues, leading to slow application response times and decreased productivity — not to mention waning software vendor support that's leaving your firm exposed to increasing cyber threats.

You know you're running your VDI environment with a mixture of 1912 LTSR at various cumulative update levels, resulting in some missing functionality. What you don't know is how much this is impacting your business performance and cybersecurity risk.

So, you turn to Agio.



THE CHALLENGE

The goal is to upgrade your entire environment to the latest version (2203) of Citrix Virtual Apps and Desktops in order to stabilize your Citrix/VDI environment and ensure full support. And you know Agio is the right partner because of their long track record of providing quality solutions for similar infrastructure upgrades.

After a careful period of IT consultation from the Agio team, you kick off a 6-month project that involves upgrading multiple components of the Citrix infrastructure, including the License server, Director server, StoreFront servers, Citrix Provisioning Services (PVS), and XenApp and XenDesktop farms. It's not easy, but you're confident the impact for your business will be significant.

You face some challenges along the way that are specific to your environment. For example, during the upgrade, an issue arose when Citrix LTSR 2203 didn't support SL 2014, which the old database server was running on. Agio knew what to do - add a new SQL database server. Crisis averted!

Another hurdle arose when a Citrix PVS component stopped working properly midway through the upgrade. This required a more extensive troubleshooting process to get the PVS component back up and running. Despite these challenges, you're happy Agio got the work completed and everything running smoothly on time.



THE OUTCOME

The upgrade has been a resounding success, with over 800 Citrix licenses in use, over 750 Windows 10 VDIs, and 44 multi-user servers (each server can host up to 220 sessions). Best of all, the upgrades are transparent to the user base. The list of other benefits goes on for days: there have been improvements in audio/video function on the VDAs, better Teams optimization, reduced login issues through Storefront via the Netscalers, and your new LTSR version supports hybrid licenses, so if you want to pursue Citrix cloud, you have the ability to.

Your new LTSR version also provides better compatibility with newer web browsers, such as Google Chrome and Microsoft Edge. This is important because your team had been loudly complaining about how they were experiencing issues accessing applications through their web browser. With the upgrade, these issues have been resolved.

Naturally, you're thrilled with the results, and you provide a rousing endorsement of the work Agio's done for you.

+800

Citrix Licenses

+750

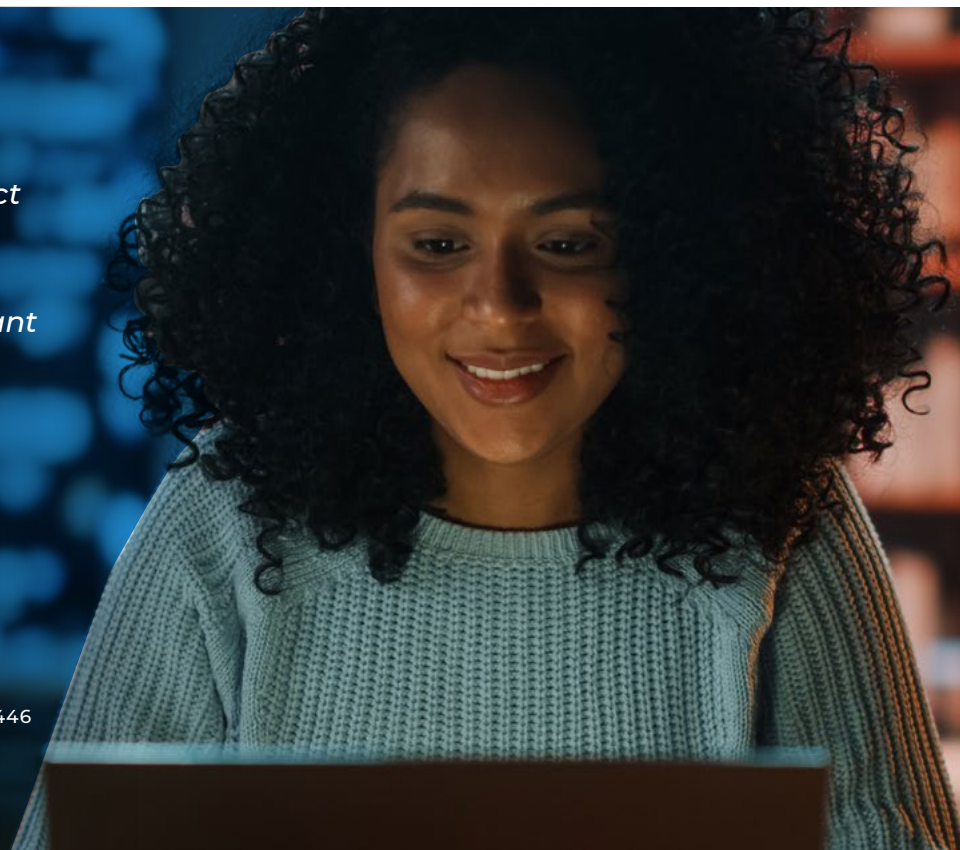
Windows 10 VDIs

44

Multi-User Servers

"We couldn't be happier with the outcome of our VDI upgrade project with Agio. Their team went above and beyond to ensure a seamless transition, and we've seen significant improvements in our performance and security as a result."

**- CTO at a +\$100 Billion
Private Credit Firm.**



THE AGIO DIFFERENCE

Upgrading a VDI environment is never an easy task, but Agio's expertise and experience helped this client turn what could have been a nightmare project into a pretty seamless process. We did that by taking the time to create a customized solution that fit their unique environment and organizational needs.

THE TAKEAWAY

When you need to upgrade your VDI environment, don't panic - [contact Agio for a solution that works!](#)



WHY AGIO?

#OneAgio

When you select Agio, you're investing in a relationship with everyone who's a part of this firm. Our teams operate in a symbiotic relationship, based on deposits and withdrawals, that creates a vehicle for delivering more than just service. We deliver an experience that reaffirms to our clients we've got them covered. From clean, concise implementations; to consistent support backed by automation and tools that work the way they're supposed to; to value-add reporting; to accurate, timely invoicing; and content on the latest IT and cybersecurity trends, we bring the full breadth and depth of our talent to bear. We deliver #OneAgio.

[Contact us today.](#)

