



Think Health

Why health check?

A Thintech Citrix health check will help you:

- **improve performance**
- **increase reliability**
- **reduce operating costs**

Thintech Health is a specialist Citrix health check for any size of Citrix server farm. It provides recommendations for optimising the performance of your Citrix environments, and will:

- identify specific problems
- help with the configuration of a more efficient and stable solution
- facilitate provision of skills and knowledge transfer
- guide specific advice on key areas such as performance, security and system inter-connectivity
- help prepare for trouble-free upgrades or other major changes such as the transition to a managed support service
- ensure that you are enjoying the benefits you invested in

Who is it for?

This service is for any organisation using Citrix whose user experience is deteriorating, with:

- performance issues
- printing problems
- profile issues

How it works

The Thintech 80-point Health Check:

- ensures your Citrix environment is built and operating according to Citrix best practice
- audits all server resources for optimum performance including, disk, CPU, memory and networking as well as any critical Citrix services
- identifies/highlights any current or potential performance issues
- highlights any licensed features that you're not getting the best from
- assesses whether your servers meet your current and projected needs
- proposes remedial actions to resolve any known or discovered issues
- provides recommendations to improve the user experience for your people
- delivers a prioritised action plan

How it works

1 Set-up meeting (or conference call, Go To meeting or Skype) to:

- review current Citrix platform
- discuss your issues or challenges
- agree health check objectives
- plan the health check timetable

2 Our engineers conduct a comprehensive technical audit and analysis to:

- review the configuration of your current physical and virtual hardware, operating system and Citrix environment
- assess your Citrix infrastructure services, including remote access, user management, monitoring and management procedures
- gather and record inventory, configuration and usage data from XenApp hosts

3 We will provide a written Health Check report which:

- analyses the data gathered
- identifies areas with potential for optimisation (e.g. server configurations, infrastructure and operational processes) to achieve performance and efficiency goals plus best practice
- documents findings and recommendations

4 Review of Health Check findings and recommendations:

- presentation of findings (meeting, conference call or virtual meeting)
- discussion of recommendations with consultant engineer

Why Thintech?

- Thintech has a proven track record of delivering real world Citrix solutions
- We have been Citrix experts since 1996 - the original Citrix release of WinFrame
- We are accredited and certified to provide the entire range of Citrix solutions; encompassing Desktop and Application Virtualisation; Networking and Security; Documentation, File Sharing and Collaboration; Mobility and Remote Access both on Citrix and complementary technologies
- We have designed, implemented and continue to support solutions for over 100 of the UKs leading companies and public sector institutions.



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For a Thintech Health
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