



WRITING SAMPLE

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Top 5 Reasons Citrix is Slow and Why IT Can't Seem to Fix It

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Quite possibly the No. 1 complaint you hear from your end users is frustration about the speed — or lack thereof — of their Citrix-based systems.

You and they both know that not only is a slow system inordinately annoying, but it's also a productivity-killer. Moments spent watching the spinning diamond of doom are precious moments your staff isn't helping the business grow. And those moments add up.

As an IT manager, your quest is to make the system run smoothly. Is the Citrix system a thorn in your side? Citrix itself is good stuff. It just has to be managed properly. From what we see every day in our work with firms large and small across the country, here are the top 5 reasons Citrix is slow:

1. **Misconfigured profiles** — When your system was set up, proper time and attention was not given to doing correct consolidations and migration of end-user data.
2. **Improper OS optimization** — The OS was not optimized properly when it was initially set up.
3. **Run-away processes** — These need to be managed, shut down and, optimally, prevented altogether.
4. **Insufficient capacity** — This isn't as common as some of the other issues we see that make Citrix slow, but it's one to watch out for. Sometimes cookie-cutter builds are installed; these fail to take into consideration the specific needs of the particular customer. We see undersized virtual machines, insufficient RAM, and inadequate network bandwidth. A slight variance at a very large scale can have a significant impact.

5. **Insufficient staff expertise** — This is not a knock on in-house teams, by any means. Citrix is a complicated beast and requires an extremely high level of expertise to manage it and the systems it manages.

Ok, I get it, but now what?

Citrix is slow and you want to fix it. But is it really Citrix? Or does the problem actually lie in any of the 10 or so systems that Citrix manages as part of your overall infrastructure? As you well know, Citrix sits on top of your network, your webserver, application servers and many other processes. A slow Citrix system can be attributable to any one of these infrastructure pieces gone awry.

As you begin to analyze your system, you'll want to consider whether remediation is possible or if you need to start over completely. Often, a remediation will get your slow Citrix system back on track, but not always. A careful analysis of your entire system is required to make this determination.

I think I may be in over my head

If most of your day is spent putting out fires (and whose isn't?), taking the time to thoroughly analyze your system, let alone rebuild it, might seem like a distant dream.

You might want to consider utilizing Whitehat's Citrix Managed Services™ program. Our team of seasoned IT professionals has decades of experience analyzing and repairing Citrix systems gone awry. We've developed an arsenal of proprietary tools and techniques that assess, monitor and repair Citrix-based systems.

Our Whitehat Performance Optimizer™, for example, improves the speed not only of the login process (a major user complaint), but also of all your system's processes. Years of experience and expertise have led to Whitehat's creation of this tool, which examines and optimizes more than 400 functions, from server optimization to Windows OS-level tweaks and everything in between.

Most significantly, our Synthetic Benchmarking™ services are constantly looking for problems to fix before they get to your users. We work with your users to develop a routine that simulates their entire daily workflow, from login to logout. As a matter of course, we run this routine and monitor the backend's response time. When we see a trend toward degradation, we proactively make system adjustments before actual users notice a slowdown. It's a proactive, rather than reactive, approach to IT and it's unique to Whitehat.

A wide variety of factors can result in a slow Citrix system. Understanding the causes and how to fix them can be a daunting task for even seasoned IT professionals, burdened as they are with everyday emergencies. Increase your company's productivity by getting your

systems and your users they help they need. Call (888-406-8719) or e-mail Whitehat Virtual Technologies today to find out how our proprietary tools and unparalleled team of IT experts can end your “Citrix is slow” problems for good.