

## CITRIX CLOUD CASE STUDY

# Argenta Holdings

Argenta Holdings were looking for a way to mobilise their remote workers ahead of the COVID-19 pandemic lockdown. Through the use of Citrix Cloud, Ultima were able to achieve this ensuring business as usual.

### Argenta Holdings

**Employees:** 200+  
**Sector:** Insurance

Argenta Private Capital Limited (APCL) offers private clients and institutional investors a wide variety of ways to invest in the Lloyd's of London insurance market.

[www.argentagroup.com](http://www.argentagroup.com)

### The Requirement

Argenta Holdings needed to refresh their Citrix environment, as the existing environment based on an old Citrix release. This was limiting their ability to leverage new Windows Server releases on which their business applications were based, which resulted in user experience being impacted by the need to double-hop from the Citrix environment to the application infrastructure using RDP.

With a small team, it was also challenging for Argenta to support the environment in-house, as this requires specialist knowledge of Citrix infrastructure.

Argenta needed to move to a supported version of Citrix Virtual Apps and Desktops, while minimising the amount of in-house skills required to support the solution. At the same time it was essential to improve user experience and provide both internal and remote access to critical business applications.

### The Solution

After reviewing the options available, Ultima recommended migrating Argenta to Citrix Cloud Virtual Apps and Desktop service. By leveraging Citrix Cloud, Argenta are able to adopt modern Operating Systems without the need to support and maintain the delivery infrastructure.

Leveraging Citrix Workspace and the Citrix Gateway Service for Remote Access further simplified the infrastructure, removing the need for dedicated remote access services which need to be maintained and secured.

In addition to modernising access to the existing Application infrastructure, Argenta were able to enable RemotePC capabilities to allow remote workers to connect directly to their personal workstations using HDX, which in combination with the access to business applications proved to be an essential capability in their COVID-19 response.

*Ultima were able to guide us through and provide the knowledge and experience needed to be able to design and implement a fit for purpose, and fit for use solution.*

*Simon Turner  
IT Operations Manager*



### **Key Benefits**

"We managed to roll out Citrix Cloud just one week before the COVID-19 lockdown happened. Keeping our old environment running would have meant that half the business would not have been able to work from home. However, by using Citrix Cloud through Ultima, we could rollout to all staff members across the globe and ensure business as usual."

### **Why Citrix Cloud**

By leveraging Citrix Cloud Virtual Apps and Desktops Service, Argenta are able to consume an evergreen delivery infrastructure, providing the latest capabilities and features whilst allowing the IT department to focus on supporting business needs.

By consuming Citrix as a Service, Argenta are able to deliver an excellent user experience across different international resource locations from a single control pane. Citrix Gateway Service provides remote access using 20+ international hub locations, ensuring that Argenta's employees can enjoy optimised connectivity wherever they are in the world.

### **Our Citrix Partnership**

Over the past 20 years, Ultima have developed a strong, strategic relationship with Citrix, maintaining a large team of licensing, technical and sales specialists. As a Platinum Solutions Advisor, Ultima enjoy preferential access to Citrix resources, support and training, allowing our in-house technical team to offer comprehensive product information, custom product configurations as well as direct support and on-going 24x7 managed services.

### **About Ultima**

Ultima's mission is to become the trusted long term IT partner of UK businesses by providing robust, reliable and flexible solutions which bring real business benefit. Ultima's services-led proposition delivers a range of refreshed IT solutions designed to address the latest business needs including Cyber Security, Risk, GDPR (General Data Protection Regulation), Mobility and Cloud.

Based on an integrated delivery model encompassing Fulfilment, Professional Services and Managed Services offerings, Ultima provides a seamless service experience for all their customers.



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