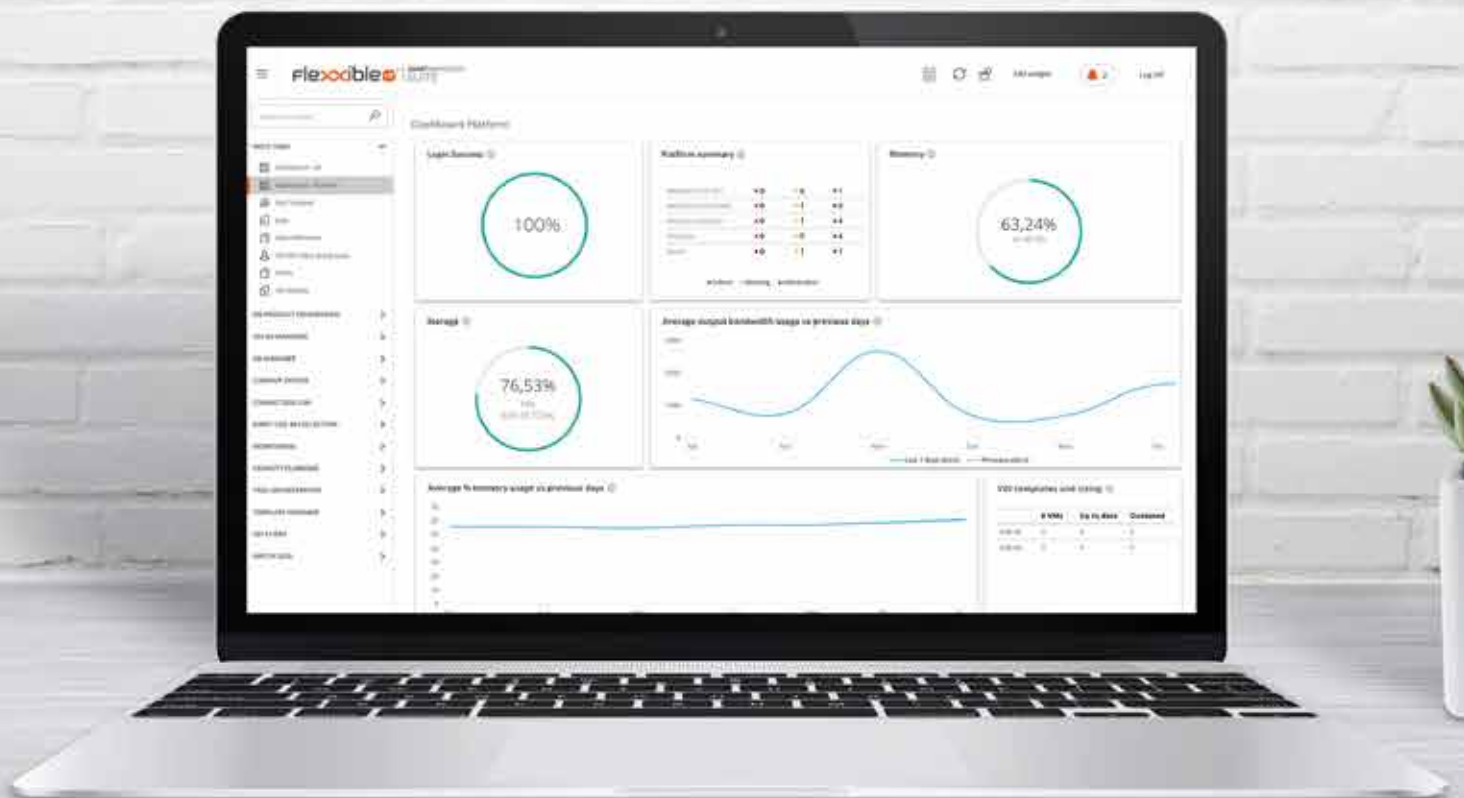


flexible IT® | SMARTWORKSPACES



Attainable
in just
three
months!

Company-wide Digital Workspace Adoption

A modern office interior with large windows overlooking a city skyline. The office features white desks, orange ergonomic chairs, and long, thin pendant lights. The floor is made of large, dark grey tiles. The overall atmosphere is bright and professional.

flexxible **IT**® | **SMARTWORKSPACES**



Our mission is to enable companies to deliver the best digital workspace experience across the entire organization

Key benefits of a digital workspace











- 1 Improved productivity of critical applications
- 2 Lower compute costs
- 3 Improved security of information
- 4 Reduced complexity, simplified IT

Our digital workspace technology enables IT to centrally deliver and manage access to apps, desktops and data from any device, helping organizations overcome the frustrations with unpredictable costs, user resistance and partial implementations. The most common problems we come across are detailed below.

Common use cases

- Extending the life of legacy apps
- Mobility for small groups of users
- Secure remote access
- Branch office connectivity

Common problems

-  Slow login times leading to user complaints
-  End of life Citrix farms and environments without support or maintenance
-  Inconsistent performance resulting in reduced productivity
-  High TCO due to unpredictable costs
-  Frustration in not realizing the full potential of workspace virtualization
-  Corruption of user profiles
-  Lack of C-level buy-in for company-wide adoption
-  Low application virtualization success < 50%
-  Users resistant to working on a virtual platform
-  Time required to become digital

Our solution addresses these challenges for you

First, our diagnosis...

From these common problems, the **key factors** required to enable a smooth transformation to company-wide digital workspaces are:



Fast and secure
standardized
deployments



Faster login
times and
increased
performance



Easy access to real time
user experience
and platform data



100% virtualization
of applications



TCO equal
or less than a
PC-based
system



Self diagnosis
and automatic
remediation



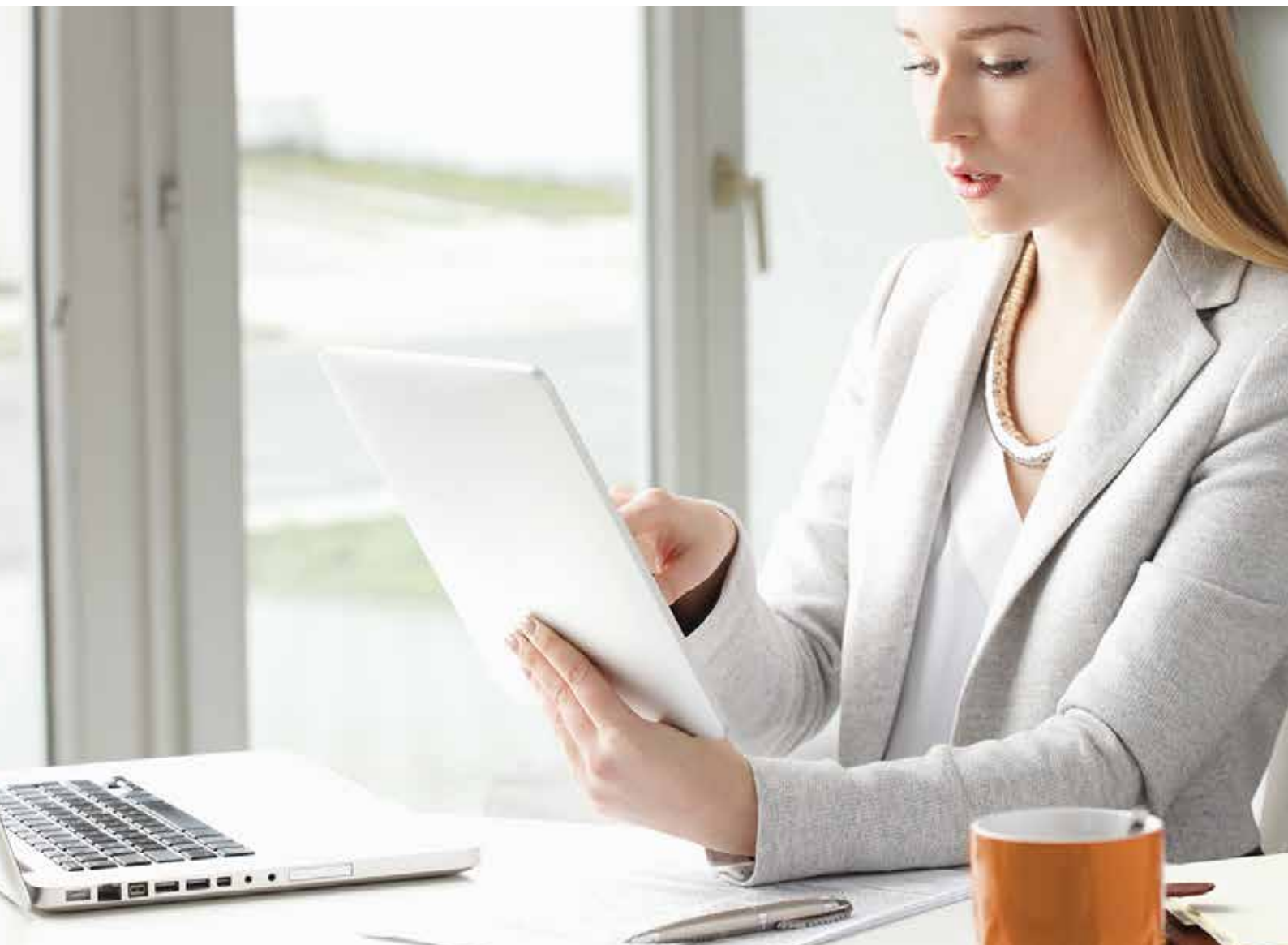
Take full
advantage of the
Citrix consoles



Simplified
management
and disaster
recovery



Flawless
security





... Next, our course of action

We've developed a proprietary technology that, combined with our strategic software partners, allows companies to completely adopt a secure, virtual workspace.

The table below highlights how we address the **key factors** for digital workspace transformation:

Flexible | SUITE



Ability to successfully virtualize up to 98% of applications									
Unique end-user experience control capability									
VDI and app recovery in a few hours in the event of an attack									
Overflow to Azure reduces DR costs by 80%									
Improves end-user performance for key business applications									
Improves login times by 50% or more									
Reduces complexity and speeds up deployment, upgrades & scale-outs									
Automates and orchestrates day to day, repetitive tasks									
Service administrators receive valuable real-time & historical data									
Entire infrastructure stack managed through a single unified HTML5 console									
Unparalleled visibility of virtual workspaces performance									
Self-service portal to enable end-users and reduce support costs									
Optional automated platform maintenance and 24x7 monitoring services									

Flexible | APPLIANCE*

Specifically designed to deliver the next generation workspace									
Virtual workspace infrastructure (VCC Roles) can be deployed automatically in less than three hours									
Maximum security									
Rearms all the computing virtual machines in a matter of hours									
Flexibility to use on-board SSD or leverage your existing storage									
Integrates with corporate tools, such as backup, antivirus, monitoring, and help desk									

*Appliances include the Flexible | SUITE

Finally, how we make it happen

Our software



Our unique software combines real-time user experience visibility, a systematic approach to delivering virtual workspaces with standardized deployments, and single pane of glass management. Take advantage of the multi-tenancy and multi-environment cloud console to fully manage and monitor your deployments.

The following components are included in our software:

Setup



Flexible | Quick Config Setup

An **online tool** that provides step-by-step instructions for the **complete deployment** of an end-to-end virtualization environment in a matter of hours. Users follow simple configuration steps, validate the information, and then automatically deploy all of the VCC roles necessary for any virtual workspace environment.



Apps2Digital

An evergreen application lifecycle management platform, Apps2Digital ensures effective remote working and enhances productivity in the age of the new normal through application transformation & modernization to microapps automatic discovery and productivity metrics.

Manage



Flexible | SUITE

A **single web console** used to manage, monitor and support the entire virtual workspace platform.

Customizable

Flexible | Dashboards provide historical and real time user experience and platform status monitoring. Our cloud based abstraction layer removes the need for admin access to critical systems, improving overall security.



Flexible | Help Desk Tool

IT help desks now have a **single console** for **access to critical data** enabling faster operational support to users and removing the need for escalation to higher level engineers. The tool provides **status analysis** of the user session and the virtualized resources, the ability to make remote connections and to **customize operations** for remote configuring or troubleshooting.

Grow



Flexible | AutoGrow

Allows the **user resource catalogs** to **grow automatically** based on usage. Administrators can configure how the resources are distributed, and Flexible | SUITE automatically manages the provisioning of the resources based on actual user load.



Flexible | Monitoring

Actively monitor and protect the performance and availability of virtual workspaces and applications.

Powered by Login VSI.





We help organizations manage their virtual workspace infrastructure on premise or in the cloud by providing fast, automated delivery of Citrix virtual workspaces and simplify day-to-day management via a single console. Available as software only or as an integrated appliance.

Our hardware - Flexxible | APPLIANCES



A range of integrated appliances that allow organizations to deploy their virtual workspace computing infrastructure on premise or in the cloud. Specifically designed for virtual workspaces



Flexxible | CONTROLLER Appliance

Designed to **create maximum security** for your Virtual Client Computing Roles, this appliance **protects business continuity** by automatically self-repairing and by offering quarterly vulnerability reports.



Flexxible | PLATINUM Appliance

Designed for **large enterprises with tailored environments**, it provides high-level performance and user experience capabilities for virtual workspaces, and simplifies day to day management via a single console.



Flexxible | ENTERPRISE Appliance

Designed for customers looking to **bring automation to their datacenter**, leveraging secure cloud technologies to manage on premise workspace deployments.



included
in all our
APPLIANCES



Flexible|SUITE Components

Flexible|SUITE
Web manager

Flexible|SUITE
orchestrator

Deployed using
Flexible|SUITE Installer

Citrix sites

Citrix VA 6.5

Citrix VA & D 7.15

Citrix VA & D 7.X

Citrix VA & D 1912

User resources layer

VDI

SDI

APPS

Platform layer

VMware vSphere 7

Microsoft Hyper-V 2019

Microsoft Azure

Citrix Hypervisor

Existing virtual
workspaces platform

Maximize your existing Citrix investment and bring the infrastructure under control with a proven systematic, flexible and automated methodology for deployment and management. With Flexxible IT any version of Citrix Virtual Apps and Desktop can now co-exist via a single, simple to use management console.

Platform compatibility

Platforms	SUITE Platinum	SUITE Platinum Multitenant
Citrix VA&D 5.6, 6.5, 7.X (LTSR versions), 1912	✓	✓
Citrix Cloud	✓	✓
Microsoft Azure	✓	✓
Microsoft Hyper-V 2008R2	✓	✓
Microsoft Hyper-V 2012R2	✓	✓
Microsoft Hyper-V 2016	✓	✓
Citrix Hypervisor 7.1 LTSR	✓	✓
VMware vSphere 6.5, 6.7, 7.0	✓	✓

Our SUITE options

Flexxible | SUITE Platinum

Providing large Enterprises with the ability to completely customize, control and automate highly secure and complex workspace environments.

Flexxible | SUITE Platinum Multitenant

Provides all the benefits of Platinum Edition plus full multitenant capability allowing organizations to manage multiple isolated environments via a single management console, removing complexity and reducing cost.

System requirements for Flexxible | SUITE demo license

- 1 virtual server running Windows 2012R2 or Windows 2016 with 4 vCPUs, 8GB RAM and 100GB of free disk space
- 1 Microsoft SQL Server empty database with 10GB of free disk space, or Microsoft SQL Express
- An existing deployment based on Flexxible | SUITE's supported Citrix versions and supported platforms

Feature matrix

	SUITE Platinum	SUITE Platinum Multitenant
Multitenancy		
Multitenancy	Limited to 3 tenants	✓
Multitenant management section		✓
My Company management section	✓	✓
Tenant consumption audit	✓	✓
Reporting and monitoring		
Platform dashboard	✓	✓
User experience dashboard	✓	✓
Usage reports and data analysis	✓	✓
Login VSI & Login PI	✓	✓
SNMP Integration	✓	✓
Multi-site aggregated data	✓	✓
Session and access traceability	✓	✓
Integrated historical data analytics	✓	✓
Event log containers	✓	✓
User resources management		
Automated golden image creation	✓	✓
Catalog autogrowth	✓	✓
Golden image cluster replication	✓	✓
Golden image change tracking	✓	✓
Corrective snippets	✓	✓
Azure DR & Overflow	✓	✓
Selective Image propagation	✓	✓
Automat. to preserve the user's session	✓	✓
Management and deployment		
Automated deployment	✓	✓
Single management console	✓	✓
Platform Control Panel	✓	✓
Quick Config Setup	✓	✓
Citrix Gateway automated deployment	✓	✓
Quick Actions	✓	✓
Level 1 Help Desk Agent Profile	✓	✓
Level 2 Help Desk Agent Profile	✓	✓
Customizable security roles	✓	✓
Flexxible SUITE auto update	✓	✓
Mgmt. of existing clusters & farms	✓	✓

Enterprise class support and management for Windows Virtual Desktops

Simplify and streamline your Windows Virtual Desktop environment. **SMARTWORKSPACES**, running within your Azure tenant, delivers enterprise support and management. Through a single pane console and delegated administration for level 1 and level 2 support, **SMARTWORKSPACES** helps you to deliver and maintain the best levels of service, performance and user experience for your organization.

Automation
and intelligence
for Windows
Virtual Desktop
management
and support



Key platform features

Multitenant management – whether you are a service provider or you have multiple Windows Virtual Desktop sites within your organization, **SMARTWORKSPACES** enables you to manage multiple tenants all from one place.

Subscription independent – no matter how you manage your Windows Virtual Desktop Azure subscriptions, with **SMARTWORKSPACES** you can integrate and manage environments across multiple subscriptions. Simply add your Azure subscription details and **SMARTWORKSPACES** does the rest for you.

Delegated admin rights – delegate L1 and L2 administration rights to support staff. The actions performed by a delegated admin are always impersonated as an administrator so, support users do not need to have individual administrative permissions to perform their role.

Intelligence at your fingertips – download usage and performance data across your entire Windows Virtual Desktop environment. User sessions, virtual machines, connection, event log data and more can be exported to Excel Workbooks for reporting, analysis and presentation.

Optimized performance – with automated and scheduled execution of custom scripts and user profile optimization **SMARTWORKSPACES** helps you keep your Windows Virtual Desktop environments healthy.

Azure cost savings – with many customizations available, **SMARTWORKSPACES** helps you save on your Azure costs. Optimize your user profiles to save on storage. Take advantage of the ability to program and manage session stop and start times so your session hosts are only consuming resources when necessary.



Feature matrix

LEVEL 1 SUPPORT

User Experience Dashboard

Deliver proactive monitoring with real-time data to support your Windows Virtual Desktop infrastructure.

Help Desk

Improve user satisfaction and productivity with a dedicated controlled and secure support console for L1 and L2 roles.

Consolidated Connection Logs

Consolidate connection log data. Search, sort and export for easy analysis.

Session Host Management

Easily identify session hosts for routine and support actions. A unified view enables rapid search and remediation.

Session Management

With a unified session view support can quickly identify a user to initiate support actions.

Power Management Scheduling

Program and manage session start and stop times for resource and cost savings

Profile Optimization

Ensure that storage overheads are kept to a minimum with efficient management of profile optimization.

User Session Shadowing

Quickly identify users and initiate remote assistance to deliver the best support experiences for your users.

LEVEL 2 SUPPORT

Alerting

Proactively manage Windows Virtual Desktop SLAs with monitoring and SNMP alerts.

Event log subscription & action

Remove complexity and reduce expensive level 3 interventions with automated remediation.

Custom Operations

Simplify support and speed time to resolution. Remove the need for support to run command line operations with predefined operations scripts.

Automated Operations

Keep your Windows Virtual Desktop environment running smoothly with automated execution of remediation scripts.

Auditing - Jobs

Quickly trace and identify actions that have failed or effected operations.

Save
60% average
on your monthly
WVD bill
by activating the
Power Management
functionality

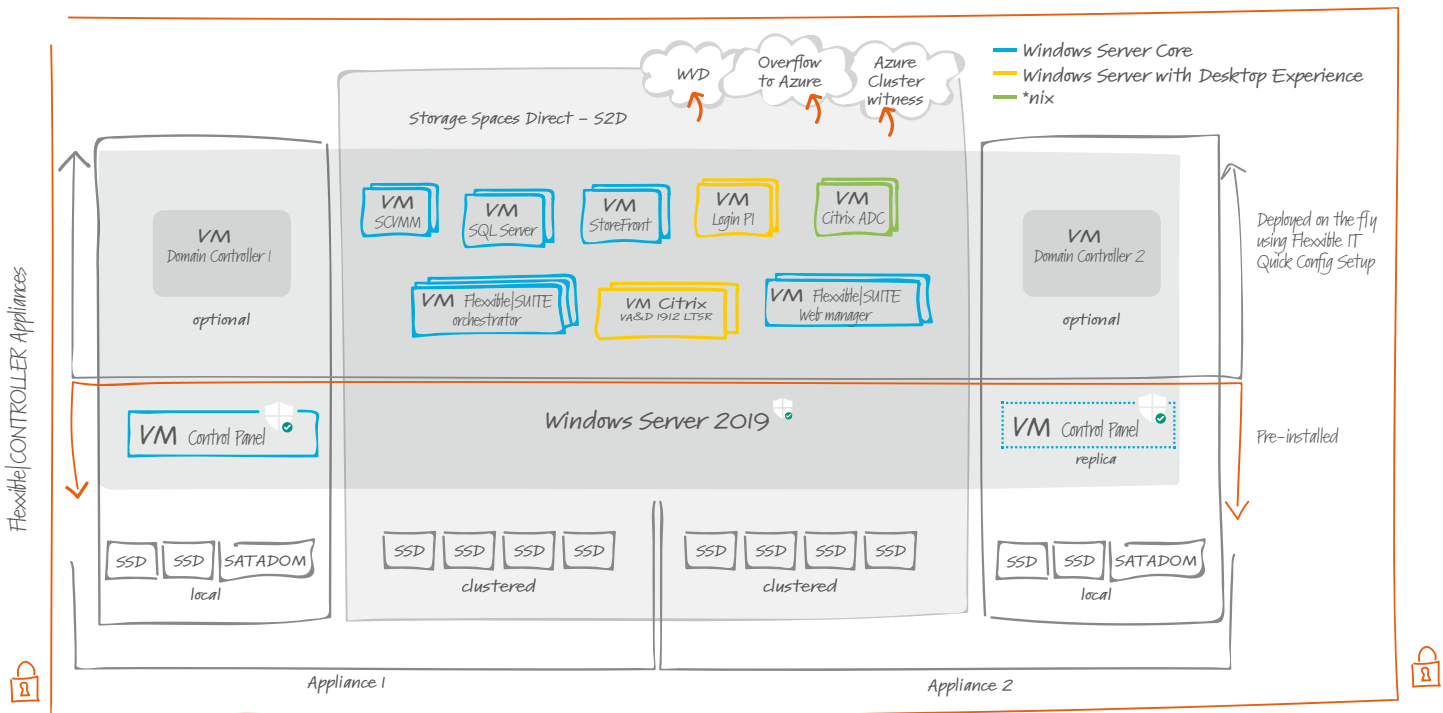




Reinforced secure design, fast deployment and business continuity

The Controller Appliance provides isolated computing & enhanced security for the Virtual Client Computing Roles (VCCR). This model is designed to protect the company's business continuity. The system can rearm all the computing virtual machines in a matter of hours, minimizing the impact of intrusions. It is unique in that it offers impartial SLA compliance.

The Controller Appliances are clustered to provide HA for the VCC Roles. They can also host other Citrix Roles such as ShareFile, double factor authentication technology and NetScaler.



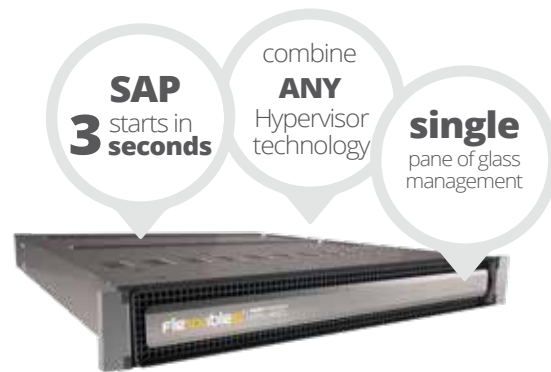
Appliance Models

Model	Processors	Physical cores	Minimum necessary units per datacenter	Required rack space units	Networking ports
C01	Controller Appliance for 1,000 users, one node	16C (2 Processors of 8 Cores per Appliance)	2	2	4x 10Gb Base-T and 4x10 Gb SFP+
C03	Controller Appliance for 3,000 users, one node	16C (2 Processors of 8 Cores per Appliance)	2	2	or 4x 10Gb Base-T and 4x 25/10Gb SFP28
C10	Controller Appliance for 10,000 users, one node	24C (2 Processors of 12 Cores per Appliance)	2	2	

Minimum one cache disk required per appliance if using vSAN, either 375GB NVMe or 1.6TB NVMe

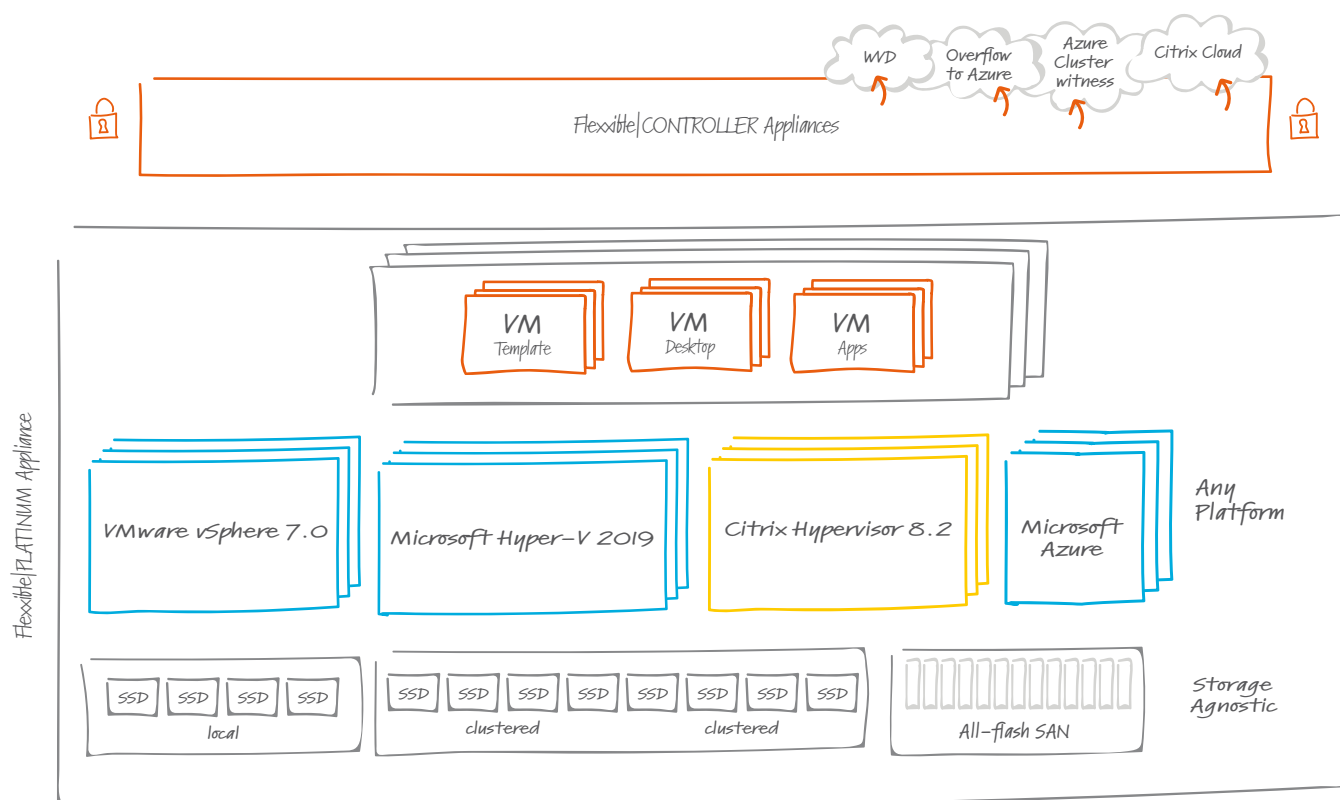
Third party software licenses provided by the reseller





Virtual computing for tailored environments

Providing large enterprises with the ability to completely customize, control and automate their highly secure and complex workspace environments by adding high performance resources. After the Controller Appliance setup is complete, you can deploy the Platinum Appliance to handle the user load in just a few hours.



Appliance Models - Single node inside! One rack space unit

Model	Processors Based on Intel Scalable Processors	RAM	OS storage	All-flash integrated storage ^{*1}	Networking ports	Max. recom. VDI ^{*2}	Max. recom. SDI ^{*3}	Max. recom. Apps ^{*4}
P50	2x Intel® Xeon® Silver 4208 2.1G, 8C/16T, 9.6GT/s, 11M Cache, Turbo, HT (85W)	320 GB			4x 10Gb	50	160	160
P100	2x Intel® Xeon® Gold 5215 2.5G, 10C/20T, 10.4GT/s, 13.75M Cache, Turbo, HT (85W)	640 GB	2x M.2	Up to	Base-T	100	200	200
P150	2x Intel® Xeon® Gold 5218 2.3G, 16C/32T, 10.4GT/s, 22M Cache, Turbo, HT (125W)	1024 GB	Sticks	18 DP of	and	150	320	320
P200	2x Intel® Xeon® Gold 6248 2.5G, 20C/40T, 10.4GT/s, 27.5M Cache, Turbo, HT (150W)	1280 GB	240G	1TB	4x 25Gb	200	400	400
P275	2x Intel® Xeon® Gold 6238R 2.2G, 28C/56T, 10.4GT/s, 38.5M Cache, Turbo, HT (165W)	1536 GB			SFP+	275	560	560

Minimum one cache disk required per appliance if using vSAN, either 375GB NVMe or 1.6TB NVMe

Third party software licenses provided by the reseller

Included within the Flexible | PLATINUM Appliance

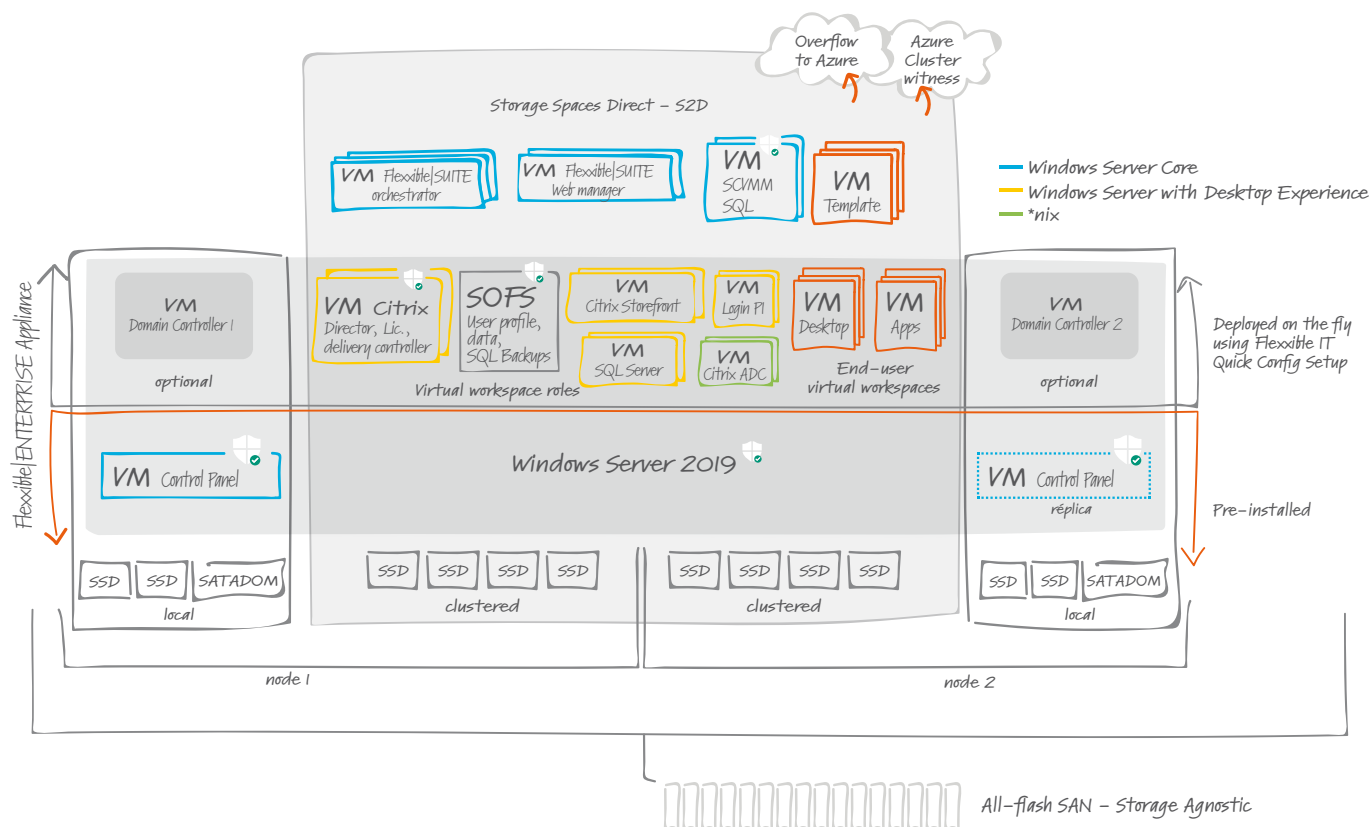


*1 All sizing is approximate. Storage is configurable in 1TB increments. *2 VDI: Pooled Virtual Desktops with 5GB per virtual machine. *3 SDI: Shared Server-Hosted Desktop with 2GB per user session, 2GB per virtual server and 10 users per server. *4 Apps: Published Virtual Apps with 1GB per user session, 2GB per virtual server and 30 users per server.



All-in-one solution

Designed for customers looking to bring automation to their datacenter, leveraging secure cloud technologies to manage on premise workspace deployments. The two node resilient architecture provides standard enterprise high availability.



Appliance Models - Two nodes inside! Two rack space units

Model	Processors Based on Intel Scalable Processors	RAM	OS storage	All-flash integrated storage ^{*1}	Networking ports	Max. recom. VDI ^{*2}	Max. recom. SDI ^{*3}	Max. recom. Apps ^{*4}
E50	4x Intel Xeon Silver 4208 2.1G, 8C/16T, 9.6GT/s, 11M Cache, Turbo, HT (85W) DDR4-2400	256 GB				28	50	50
E100	4x Intel® Xeon® Silver 4210R 2.4G, 10C/20T, 9.6GT/s, 13.75M Cache, Turbo, HT (100W) DDR4-2400	384 GB			4x 10Gb Base-T or 4x 10Gb SFP+	51	100	100
E150	4x Intel® Xeon® Silver 4210R 2.4G, 10C/20T, 9.6GT/s, 13.75M Cache, Turbo, HT (100W) DDR4-2400	512 GB	2x M.2	Up to		74	150	150
E200	4x Intel® Xeon® Silver 4210R 2.4G, 10C/20T, 9.6GT/s, 13.75M Cache, Turbo, HT (100W) DDR4-2400	640 GB	Sticks	18 DP of		98	200	200
*E400	4x Intel Xeon Gold 5215 2.5G, 10C/20T, 10.4GT/s, 13.75M Cache, Turbo, HT (85W)	1024 GB	240G	1TB	Optional: 2 Extra Ports	167	400	400
*E600	4x Intel® Xeon® Gold 5218 2.3G, 16C/32T, 10.4GT/s, 22M Cache, Turbo, HT (125W)	1536 GB				231	600	600
*E800	4x Intel® Xeon® Gold 6248 2.5G, 20C/40T, 10.4GT/s, 27.5M Cache, Turbo, HT (150W)	2048 GB				254	800	800

^{*}Requires Flexible | CONTROLLER Appliances

Minimum one cache disk required per appliance if using vSAN, either 375GB NVMe or 1.6TB NVMe

Third party software licenses provided by the reseller



Included within the Flexible | ENTERPRISE Appliance



^{*1} All sizing is approximate. Storage is configurable in 1TB increments. ^{*2} VDI: Pooled Virtual Desktops with 5GB per virtual machine. ^{*3} SDI: Shared Server-Hosted Desktop with 2GB per user session, 2GB per virtual server and 10 users per server. ^{*4} Apps: Published Virtual Apps with 1GB per user session, 2GB per virtual server and 30 users per server.

What our customers say

"Flexible IT has improved the stability and performance of our VDI environment, so that we can focus on innovation not infrastructure."

GELASI LEANDRO | ICT Operations Manager | **CORTE DEI CONTI**



"Creating new desktops and delivering additional applications to users is pretty, pretty simple using Flexible IT. It's a transparent and agile process that enables our IT to develop hand-in-hand with the business."

JORDI BONET OLIVA | IT Director | **ASPY PREVENTION**



Next generation workspace platforms will be key in addressing some of the challenges inherent in traditional approaches to virtualization. In summary, below are the four key areas we find businesses are looking to address.

Unique real-time user experience visibility

Knowledge of the real-time consumption of virtualization platforms brings many benefits to companies. Aggregated real-time and historical user data provides deep insight into application and desktop usage in a single console view.

Administrators can proactively manage the resources to ensure optimum user performance and availability. With all the data at your fingertips you can take full control of your environment helping you to scale and optimize the platform as the business grows.

Proven deployment methodology

In the delivery of virtual workspace technologies, many departments and roles need to interact and invariably this can introduce risk and extend project timescales. We bring together a wealth of knowledge and technology experience to offer a systematic approach to delivering virtual workspaces.

This intelligence is built into the software platform blueprint allowing companies to automatically benefit from the knowledge gained from a wide range of deployment scenarios.

Guarantee end-user satisfaction

The challenge of many virtual workspace projects is the perception that performance has been degraded compared to their physical PC. To protect the end-user experience, the Flexible IT solution provides a way to constantly monitor the performance and availability of the virtual workspace infrastructure and applications.

IT administrators have all the tools they need to deliver a program of continuous improvement to the user experience over time.

Enhance your security and compliance capability

Flexible IT further strengthens the Citrix security and compliance perimeter with a proprietary automation framework, avoiding configuration issues which could endanger the platform. Having the software and hardware layer tightly integrated in a highly controlled locked-down environment strengthens the solution, avoiding future risks.

The server centric architecture and automation features assist in hardening the security controls required by PCI and GDPR regulations, ensuring governance and compliance is more easily achieved.



We are committed to creating technology to help organizations achieve company-wide digital workspace adoption. By working closely with our customers, we are able to develop new features to address business requirements. We would love to hear from you to see how we can help!

We have the experience and the answers. Choose **flexxible^{IT}**



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