CITRIX®
Public Sector

Deliver Virtual Desktops

Delivery of virtual desktops helps government agencies strengthen data security, extend usage of older endpoints, enable mobility, and streamline IT management.

Deliver tailored desktops with a consistent experience while cutting costs, boosting efficiency, and improving security and compliance

Several megatrends are strengthening the case for delivering virtual desktops to government workers, contractors, and partners.

• Stronger security: Security requirements continually change to address escalating threats. Protecting sensitive data on different endpoints – including bring-your-own (BYO) and mobile devices – is a big challenge.

A related security issue is how to control resources delivered on public or shared workstations in hospitals, libraries, prisons, school computer labs, and employment centers. Agencies need an efficient way to restrict what is accessible on these devices.

• Greater mobility: Government workers who are in the field, traveling, or working from home need high-performance, consistent access to resources on a range of mobile devices and platforms.

• Technology changes: Agencies migrating to Windows 10 often discover critical legacy applications are incompatible with the new platform. They also face high costs for desktop hardware refreshes to support Windows 10.

• Graphical applications: Government functions from civil engineering to intelligence analysis, military mapping, and flight training require graphical software, including video. But older PCs often do not support full graphics functionality. Users may become frustrated with poor image resolution or slow speed.

• Cloud migration. Many government agencies are considering moving desktop delivery to the cloud to reduce IT administration, increase scalability, and benefit from the latest software updates – particularly security protections.

Citrix Workspace featuring Citrix Virtual Desktops – whether installed on premises or delivered as a Citrix Cloud service – securely delivers virtual desktops to workers in any location, using any device or network connection. Citrix Virtual Desktop features include:

At a Glance

Delivering virtual desktops to workers over the network is an attractive option for government organizations that need to control resource access, increase the lifespan of desktop hardware, and comply with new security mandates. Citrix Workspace featuring Citrix Virtual Desktops gives you the flexibility to deliver different types of virtual desktops – from hosted shared to streamed – to meet specific user and agency requirements. Workers enjoy a consistent, high-performance desktop experience in any scenario, while IT teams benefit from efficient, centralized management. Citrix also offers a smooth migration path from on-premises to cloud-based virtual desktop delivery.

Key Benefits

• Reduce hardware costs by extending the useful life of older desktops

• Deliver legacy applications on Windows 10 without testing and modifications

• Comply with current and emerging security requirements

• Control resource access with a standard, locked-down desktop configuration

• Promote mobility with adaptive technology that optimizes device interactivity and network performance

• Flexibility to tailor desktop type and delivery mechanism to meet different requirements

• A consistent, high-definition user experience across devices and locations

• Strong security certified to Common Criteria and FIPS 140-2 standards

• Efficient, centralized management that lowers IT administration costs

How it works

Citrix Virtual Desktops is a desktop virtualization solution that gives IT centralized control of virtual

machines, applications, licensing, and security while providing access anywhere, on any device. Going beyond standard VDI appliance solutions, it delivers fully functioning virtual Windows or Linux desktops that look and feel the same as a locally installed desktop. Citrix Virtual Desktops uses Citrix Adaptive Transport, a new data transport mechanism that increases speed and scalability, and improves application interactivity on mobile devices.

Now, let's discuss how Citrix Virtual Desktops can solve some of the leading challenges for government IT teams.

Desktop hardware refresh

Budget constraints are a way of life for government agencies. Citrix technology allows you to extend the useful life of older devices by turning them into less-expensive thin clients. Because Citrix Virtual Desktops isolates applications from the underlying operating system, newer technologies, including graphics-intensive applications, can be accessed on devices running older operating systems.

Delivering virtual desktops to thin clients not only saves money on hardware. It also gives you the flexibility to rapidly change the resources that are presented to different groups of workers.

Regulatory compliance

New security and compliance mandates can force government IT teams to replace existing PCs that do not meet these standards. For instance, the U.S. Department of Defense's

Citrix technology allows you to extend the useful life of older devices by turning them into cost-saving thin clients.

adoption of Windows 10 Secure Host Baseline calls for endpoints to meet the requirements of Credential Guard, a method for protecting user credentials that leverages virtualization within Windows to isolate the credentials from the operating system. Plus, any machine that is joined to the physical domain must also have a Trusted Platform Module (TPM) enabled. However, non-persistent virtual machines are exempt from the TPM requirement.

The need to update hardware to meet the Credential Guard requirements can place an unexpected expense upon an organization, redirecting funds from other projects.

Instead of purchasing new hardware, you can use Citrix Virtual Desktops to virtualize the TPM and deliver it as part of a full, managed desktop to specific endpoints. Citrix Virtual Desktops can simultaneously support endpoints that don't fall under the TPM requirement by delivering cost-effective pooled (hosted shared) desktops.

Data security

Government agencies that operate public workstations need to control access to resources, such as certain Internet sites. Delivering a locked-down desktop enables your organization to minimize security risks, while monitoring

and analysis tools allow IT teams to track network utilization, observe where users go while using the system, and receive proactive alerts to new usage patterns.

With Citrix Virtual Desktops, applications and data remain protected in the datacenter or cloud, instead of residing on the device where they could be compromised.

Worker mobility on any device

Demand for access from BYO devices is increasing as employees become more mobile and agencies promote telework. Desktop delivery to laptops, tablets, and other mobile devices increases user convenience and satisfaction.

Citrix Gateway works with Citrix Virtual Desktops to provide secure, remote access to desktops over the network. Granular, policy-based controls offered by Citrix Gateway allow IT administrators to ensure compliance with security requirements in any scenario – even as workers move from one device and location to another.

Efficient, cost-effective administration

Administration of distributed devices with locally running desktops puts heavy demands on your IT organization. Many agencies with small teams find that day-to-day management – including travel – takes up most

Customer Use Case

U.S. Department of Defense organization

PROFILE:

A development organization of 2,000 workers that supports a high-speed national computer network

CHALLENGE:

Replace agency-issued laptops running software locally with delivery of virtual desktops to enable BYO and telework and reduce device management.

RESULTS:

Delivery of Windows 10 desktops with Citrix Virtual Desktops via the AWS GovCloud platform strengthened security, enabled worker mobility, drastically reduced hardware refresh costs, and decreased laptop management.

of their IT budget, leaving little to spend on new technologies.

Citrix Virtual Desktops centralizes desktop management and delivery in the datacenter for improved efficiency, faster response, and significant cost savings. Migrating to Citrix Cloud further reduces IT management demands by offloading updates and fixes.

About Citrix Workspace

Citrix Workspace offers a better way to work. It unifies Citrix technologies including virtual apps, virtual desktops, content collaboration, and endpoint management. Citrix Workspace

offers a user-centric experience where everything you need to work is in one app, with simplified access and performance based on user context and IT-designated conditions. By bringing all your apps, files, and data together in one easy-to-use interface, Citrix Workspace delivers secure access and high performance to your users.

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