CITRIX®
Public Sector

Extend security and
management of
Office 365

Increase the value of cloud-hosted software
by improving security, simplifying data access
and sharing, and optimizing performance.

Solve Internet and endpoint security risks while streamlining data sharing by delivering Office 365 with Citrix Workspace.

As Federal agencies look at ways to meet the objectives laid out in the President's Management Agenda, and Federal, state, and local government organizations pursue strategic initiatives to enhance mission effectiveness, reduce cybersecurity risks, and build a modern IT workforce, many are evaluating or adopting cloud solutions such as Microsoft Office 365.

In 2018, usage of Office 365 by global organizations topped 56 percent, up from 34 percent in 2016, according to Bitglass.[1] This cloud-hosted solution is often the first step in cloud adoption, for good reason. Office 365 delivers popular productivity apps like Outlook, Word, Excel, and PowerPoint, together with services including OneDrive, Exchange, and SharePoint. By accessing these tools from the cloud instead of running them on premises, government agencies expect to reduce IT administration, control costs, and boost worker productivity and access flexibility.

At a Glance

As a popular cloud-hosted solution, Microsoft Office 365 can replace on-premises productivity applications to reduce IT administration and provide flexible access to government workers. Using Citrix Workspace as the delivery mechanism for Office 365 gives agencies an extra layer of security and control to prevent breaches. Other solutions, including Citrix Content Collaboration and Citrix SD-WAN, further enhance the value of Office 365 by streamlining data sharing and improving performance at distributed offices.

Key Benefits

- **Stronger controls:** centrally control application access and permitted actions (download, print) based on the user's identity, location, and device.
- **FIPS-140-2 encryption:** secure data in transit and at rest.
- **Multi-factor authentication:** provide personal information verification and single sign-on to Office 365 apps.
- **Easier collaboration:** provide a single pane of glass for accessing internal and external data.
- **Higher performance:** increase WAN performance of Office 365 apps at agency branches or field locations.

However, Office 365 also presents challenges. Delivery over the Internet raises the risk of unauthorized access to agency data, particularly confidential or sensitive information. Office 365—especially Exchange Online—is a favorite target of hackers, and data leaks from Microsoft datacenters have occurred. Productivity can suffer due to system outages, and users in remote branches or highly secure/locked-down government environments may experience slow performance.

One effective approach is to extend Office 365 with Citrix Workspace, which offers flexible, high-performance virtual app delivery, and enhanced user authentication, control and analysis of data flowing between users and Office 365. Integrating Office 365 and Citrix Content Collaboration simplifies sharing of files and data stored internally and externally and expedites approvals. Citrix SD-WAN can help optimize the performance of Office 365 apps across geographically distributed organizations.

How it works

Citrix Workspace, Citrix Content Collaboration, and Citrix SD-WAN help your agency get the greatest value from Office 365. Delivery of Office 365 as part of a full desktop or as an application using Citrix virtualization provides a seamless experience for your workers, while integrating Content Collaboration adds unified data access and sharing to the toolbox. Your IT team maintains visibility into Office 365 apps and can granularly control worker access and actions for stronger security.

Now, let's look at several scenarios where Citrix solutions can enhance the benefits of Office 365.

Improve security

Office 365 is typically accessible to users from anywhere on the Internet, which poses risks of data compromise and theft. Citrix Workspace allows you to secure, manage, and analyze the flow of data between users and Office 365 applications and services, while promoting productivity.

An important security capability of Citrix Workspace is Access Control, which lets your IT team restrict access based on the context, including who the worker is, where they are located, and what type of device they are using (government issued or personal). In fact, IT can make sure Office 365 is delivered only to authorized and compliant devices. Citrix technology also provides granular control over what actions users can take, such as downloading or printing documents.

Another security aspect of Citrix Workspace virtualization is avoiding data caching or storage on the local device. Instead, users simply view and work with the application interface during their computing session. That way, if a device is lost or stolen, there's no application data residing on it. Further, Citrix provides FIPS 140-2-compliant encryption of data in transit over the network and at rest.

To make sure only authorized users can access Office 365 apps, Citrix Workspace features multi-factor authentication including personal identity verification (PIV) and single sign-on.

Simplify collaboration

Agencies have been challenged to adopt IT solutions that allow their workers to easily access, use, and share information assets—both internally and externally. Providing tools that foster collaboration within departments, across multiple agencies, or with the general public are key to overcoming this challenge.

Typically, collaborating on a document with internal employees and external vendors, partners, and agencies used to require endless email chains that resulted in lost feedback, in-boxes filled with bulky attachments, and incorrect versions of documents landing in the wrong hands.

The integration of Office 365 and Citrix Content Collaboration, a component of Citrix Workspace, simplifies collaboration, approvals, and electronic signatures. Our solution can provide a single pane of glass for accessing agency and departmental data, whether it resides on internal systems or externally on Office 365.

With Content Collaboration you can:

- Co-author documents with colleagues or external collaborators in real time to ensure a "single point of truth."

- Securely share documents from the Content Collaboration tool or the Outlook plug-in, even if they reside in SharePoint or OneDrive.

- Capture feedback, approvals, and electronic signatures without exchanging countless emails.

- Provide comprehensive capabilities to track, log, and report on file-sharing activity.

- Track sensitive data and receive reports to monitor file activity and security.

With Citrix Content Collaboration and Office 365, you'll increase document and data security and enhance employee productivity and teamwork.

Boost performance

Office 365 is provided as a cloud-hosted service through service endpoints (front doors) located around the world. Because Office 365 traffic is sensitive to network latency, government offices located far from these endpoints may experience slow application performance, such as slow downloads from OneDrive or intermittent drop-offs during Skype sessions. The main cause of these issues is the excessive latency that results when all Office 365 branch office traffic is backhauled to a datacenter that could be hundreds or even thousands of miles away.

Citrix SD-WAN uses Microsoft REST APIs to instantly identify and categorize the various types of Office 365 traffic. Trusted, latency-sensitive traffic is automatically routed to the nearest Office 365 front door. Citrix SD-WAN has been independently tested and is proven to work with Microsoft in support of its Office 365 Connectivity Principles to provide reliable connections directly from office locations to the nearest Office 365 front doors.

Citrix SD-WAN makes it easy to modernize your network architecture without disrupting the MPLS connectivity you already have in place. By adopting this WAN Edge technology, you can help workers improve their efficiency and productivity, and accelerate service delivery.

Customer Use Case

U.S. Department of State

PROFILE:
A federal executive department responsible for carrying out U.S. foreign policy and international relations.

CHALLENGE:
Deliver secure, remote application access to 15,000 unique users, including employees and contractors worldwide.

RESULTS:
By leveraging Citrix Workspace, the State Department can securely deliver Microsoft Office 365 services, including email, OneDrive, and Skype for Business, to workers. This solution helps maintain worker productivity across different locations and devices, including during localized events or situations that can prevent employees from getting to an office.

[1] Over half of organizations have now deployed Office 365, while G Suite adoption seems to have slowed to a halt: Bitglass report. Wire 19. **https://wire19.com/over-half-of-organizations-have-now-deployed-office-365/**

Solutions

Citrix Workspace

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

Citrix Content Collaboration

This file-sharing service, part of Citrix Workspace, enables your workers to easily and securely exchange documents. The service enables your users to send large documents (up to 100 GB) by email, securely handle document transfers to third parties, and access a collaboration space from desktops or mobile devices.

Citrix SD-WAN

Software-defined wide-area network (SD-WAN) is a service that gives you the ability to dynamically connect branch offices and datacenters on a global scale. With the growing number of cloud-based applications, traditional WAN networks cannot maintain strong speeds and optimized connectivity. Scaling MPLS solutions is costly and time-consuming, and Citrix SD-WAN has emerged as a more cost-effective solution.

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