PURPOSE

The purpose of this document is to provide a basic understanding of what business areas are conducive to utilizing the thin client Citrix devices.

GENERAL INFORMATION

WHAT?   A thin client is a lean desktop computer which provides nearly all the functionality of a standard desktop. The major difference is the thin client does not have a local hard drive so it utilizes high performance servers to store and run the Windows operating system and applications as well store all your files and settings.

WHY?   **Security** is a big reason for thin clients. Because the thin client has no hard drive, viruses and malware cannot infect the device leaving the customer with a more pristine environment to work. **Maintenance** is generally minimal since there are no moving parts, i.e. hard drive, to break therefore providing less PC downtime. In addition, the servers being used can serve dozens if not hundreds of customers which drives down **Support** cost and allows for a clean standard customer interface. And last but not least, **Power** consumption of your thin client can be more than ten times less than that of a standard desktop computer.

USE CASES

Potential Customers

- o Task workers
  - Task Workers that perform a set of well-defined tasks. These workers access a small set of applications and have limited requirements from their PCs. However, since these workers are interacting with your customers, partners, and employees, they have access to your most critical data. (from www.Citrix.com)
  - Examples:
    - Call takers
    - Order entry
    - Retail
- o Casual user – email, outlook, small spreadsheets/documents
- o Minimum (1-4) standard applications including but not limited to the following:
  - Microsoft Office (Outlook, Word, Excel, et al)
  - Seagull Blue Zone (3270 emulator)
  - Adobe Reader
- o Areas with confidential data
- o Mobile customers that fit the above criteria and require the need to access their 'desktop' from a networked remote device

Improbable Customers

The following may **not** be good candidates for the Citrix thin-client solution:

- Customers that still require **Novell Network resources** for file & print services
- **Application development staff** that require a variety of software development tools, utilities and software.
- Application development staff and customers that require **consistent software modifications** to do their jobs.
- **IT support staff** that require use of an extensive portfolio of software applications
- Customers that have **special needs** and require accessibility software and tools
- Customers that require **software outside of the standard** desktop applications will be evaluated on a case-by-case basis to be a good candidate to be delivered/used via the Citrix thin client environment.
- Customers that require the **client version of Remedy** (non-Web version). Remedy v6.x is not supported by Citrix.   Generally it runs fine but will occasionally have problems opening up. If the Remedy system or Remedy reporting is used often the Citrix thin-client is not recommended. The web-version of Remedy and reporting works fine.
- Streaming video
- Special printing i.e. plotters or check-writers or desktop scanning