

## Case Study – Citrix Application Performance

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### Customer

- Service Delivery Manager, Financial Services Organisation.

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### Challenge

- The customer of a Financial Services Organisation was dissatisfied with the performance of a Citrix based Application being delivered across the Internet.
- Users experienced type-ahead delays and menu selection problems.
- The infrastructure was extremely complex and much time had been spent by both companies trying to resolve the problem.
- The customer would not 'sign off' acceptance of the application until significant improvements were made.

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### Methodology

- Using Advance 7's **RPR** methodology, the **REACT®** team captured snapshots of the problem.
- The application response-times were then broken down into component parts across each network element.
- Exact details of the cause of the delays were then produced.

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### Result

- A configuration mismatch was identified between the Service Provider equipment and Application Provider equipment; Advance7 recommended a solution to fix this issue.
- The traffic shaper located at the customer site was incorrectly configured and required amending
- The Citrix type-ahead delays and menu selection problems were resolved.
- The customer signed off the service

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### Clarity – commitment – innovation

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