

# How Raworths LLP improved their business by moving from a PC infrastructure to a centralised virtual desktop infrastructure using Citrix.

How Axess Systems worked in partnership with Raworths LLP to help increase the potential billable hours, reduce risk, and make the life of their IT Team a little less stressful.



## THE BENEFITS

**The benefits Raworths LLP achieved by replacing their old PC desktop infrastructure with a Virtual Desktop Infrastructure using Citrix from Axess Systems.**

**Increased Billable Hours:** By optimising the speed of log in times using Citrix XenApp, Raworths LLP, have increased the potential amount of billable hours available without adding further headcount.

**Enabled Secure Collaboration:** By implementing Citrix ShareFile Raworths LLP enable their users to collaborate and access files from any authenticated device whilst in the office or on the go, securely.

**Enabled Secure Access to Apps, and Data:** By using Citrix NetScaler to authenticate access to their ICT infrastructure, Raworths LLP can control which users connect to certain apps and files.

**Improved Data Protection:** By removing the reliance on securing endpoint PCs, Raworths LLP can centrally store and manage apps and data keeping them shielded from leaks and attack. Raworths LLP now has the ability to restrict saving, copying, printing or moving files.

**Reduced Business Risk:** By utilising Veeam alongside their Citrix deployment, Raworths LLP has an off-site backup facility which can be utilised in the event of any issues with the primary site.

**Improved IT Management:** By centralising the IT infrastructure, the IT Team now have far better control and visibility than ever before.

**Ongoing Peace of Mind:** By using Axess Systems as part of their on-going support service, Raworths LLP has a trusted partner who will ensure they continue to get the very best return on their IT investment.

*Read how this fiercely proud, and long-standing Yorkshire firm went about improving their practice by implementing Citrix with their trusted Citrix Gold Solution Advisor, Axess Systems.*

## About Raworths LLP

Raworths LLP is an innovative firm constantly looking to improve the way they deliver services to their clients.

As a single centre firm, it is fiercely loyal to serving private and commercial clients in Harrogate and North Yorkshire.

Based in Harrogate for over 125 years, they have no plans to dilute this offering by opening offices in other locations.

Instead, they focus on providing a real alternative to city firms, by delivering outstanding customer service.

### **Constant commitment to improving the business for the benefit of their clients.**

This focus includes a commitment to delivering continual business improvement.

And it was through this process which led it to identify their desktop PC infrastructure was in need of replacement and enhancement.

Whilst it was not affecting their clients; the management of this IT infrastructure was becoming increasingly time-consuming, and stressful.

Hardware issues were becoming more frequent, which placed increasing demands on IT staff.

*"It was very much like the swan metaphor";* commented Daniel Dunn, IT Manager at Raworths LLP,

*"Whilst for our clients and users they had a seamless experience, behind the scenes it was taking a lot of hard work, often in stressful situations to keep things running that way".*

### **Establishing whether there is a better way to deliver IT than just PCs**

Rather than immediately going down the route of a like for like PC replacement, Daniel took the time to reflect and investigate the options available.

*"Law firms tend to be quite conservative in their approach to IT, so whilst a replacement PC strategy would have been the easy route to take, I knew that in a few years, I would face the exact same problems.*

*And with forthcoming legislation changes around data protection, I wanted to fundamentally improve security, and make back-ups far more responsive."*

During this stage Daniel approached Axess Systems to provide guidance as to whether a virtual desktop infrastructure would meet the firm's high expectations.

### **Unapologetic pursuit of answers on whether VDI and Citrix is the right way**

*"I make no apology that I asked Axess Systems lots of questions during this initial phase. I wanted to be 100% sure we had the right solution for our firm."* Commented Daniel.

*"Every time I raised a question they took the time to answer it. As well as their in-house technical specialists, they also provided access to technical specialists*

*from the different vendors, which made up my solution. This really impressed me.*

*I also felt Axess Systems had a family feel to its business, rather than a bland corporate, which I liked a lot."*

### **Making the leap from PCs to virtual desktop infrastructure with a Citrix Proof of Concept**

Moving from a PC based infrastructure to a virtual desktop infrastructure is a major change.

Understandably, Daniel and the Partners at Raworths LLP wanted to be sure the proposed system would not only meet all of their requirements, but the implementation phase would not cause any problems for users or their clients.

*"It was important I had a clear understanding of how I would manage the solution, as well as proving to the business it was the right way forward."*

In order to deliver this proof, Axess Systems implemented a Proof of Concept (POC) to a set of trial users.

### **Enabling a test group of users to prove it worked before committing to the final project**

The PoC allowed several users to prove the technology was right for the business before committing to the new environment.

Application performance was measured to gain an insight into the user experience, and the ease of managing the technology was also assessed.



The results of these tests meant that Daniel and Raworths LLP had the facts and the confidence to move forward to a full implementation.

Daniel explained *"The PoC was a vital step for me and the firm. Seeing first-hand the benefits which our proposed VDI solution could bring to the firm was the moment I knew 100% this was the right way forward for the business."*

### **Implementing a Citrix infrastructure with confidence**

Following the results and feedback from the Proof of Concept, Axess Systems used this information to further refine, and develop the final design.

All of the infrastructure for the solution was hosted on-site at Raworths LLP, with Veeam providing off-site back-ups for back-up and business continuity purposes.

### **The final design consisted of:**

- Citrix NetScaler Enterprise VPX
- Cisco Switching Infrastructure
- Citrix XenApp
- Dell PowerEdge R630 Servers
- Dell Wyse 5020 Cloud Clients
- Veeam Availability Suite
- 360°Support from Axess Systems

Axess Systems provided the full end-to-end professional services for every aspect of the implementation. This included: design, development, implementation, user acceptance training, support and handover.

Throughout the implementation, Axess Systems worked closely with Raworths to make sure all their requirements were met.

Daniel commented, *"The consultant from Axess Systems who I worked very closely with to install our solution I feel is the best engineer I have ever worked with.*

*As well as being technically excellent he cared a lot about his work and helping us.*

*He is very experienced and knew a lot of ways to fine tune our new environment so that it runs quickly, reliably and securely."*

### **The benefits witnessed by Raworths LLP since the implementation of Citrix**

For Raworths LLP, the benefits of the new system are numerous.

#### **These include:**

**The Increased amount of potential Billable Hours:** By optimising the Citrix XenApp deployment, each user has been configured to enable a rapid login. These faster logon times mean

Raworths staff can provide an extra twenty billable hours every week.

**Improved Access Controls:** By implementing a Citrix NetScaler VPX, Raworths LLP is able to control access to apps, data and the network beyond just credentials. Additionally, it allows the simplification of the sign-in experience and encourages the use of stronger password

**Improved Data Protection:** The old Desktop PC infrastructure Raworths LLP had posed an increased risk of vulnerability to malware and virus attacks.

By centralising their IT using Citrix XenApp this endpoint threat has been greatly diminished.

**Ease of Management:** Since the implementation of Citrix, the management of the IT has been greatly improved. IT management has visibility and understanding of how the infrastructure is performing at any given time





### Protection against malware

**attacks:** The new environment uses Veeam and NetApp to provide encrypted backups and storage level protection.

### Secure Collaboration:

By implementing Citrix ShareFile Raworths LLP enable their users to collaborate and access files from any authenticated device whilst in the office or on the go, securely.

**Ongoing Peace of Mind:** Such has been the working relationship with Axess Systems, Raworths LLP have taken out a full support plan. This provides Daniel with the confidence that any time he has issues, he can turn to Axess Systems for support and advice.



## Raworths LLP: Deborah Boylan

*Deborah Boylan is Head of Employment at Raworths LLP. She sits on the Board of Management, and has responsibility for IT within the firm.*

We worked with Axess Systems to design and implement a Citrix platform for our firm. And from the very start of the assignment we always found them to be open and transparent. Especially their guidance as to the suitability and viability of the system and hardware required.

They provided proactive and clear advice and were able to demonstrate their experience in advance by referencing a number of projects on which they had worked.

From the end user's perspective, the project implementation was seamless, smooth and successful.

This was achieved due to the considerable investment of time, experience and good communication between their engineers and our IT

Manager.

What we wanted to achieve was carefully thought through, planned and executed.

The investment in time and effort has paid off as our new Citrix platform was installed with minimum disruption to our people and day to day operations.

Whilst as a firm we have reaped the benefits of improved security, better resilience, easier management, and reduced risk, our user's experience of the switch from our previous system to Citrix was almost unnoticeable.

And that is high praise indeed!

