



# How cutting-edge companies use Citrix Workspace and Microsoft Teams today

Drive engagement and productivity with an integrated digital workspace experience



# Hybrid workforces need the space to succeed

The hybrid workplace is here to stay! Companies are collaborating with partners, vendors, contractors, and cloud-based talent to design and execute digital initiatives at speed. And they're doing it from anywhere and everywhere.

Some teams remain fully remote, while others are joining front-line staff back at the office as few days a week. Wherever they work, **Citrix Workspace and Microsoft Teams** enable users to be productive, collaborate, and do their best work.

The great news is that hybrid work models have proven their value, while redefining the way that work now gets done. **Businesses are harnessing Citrix digital workspaces and**

## **Microsoft collaboration platforms to think, create, and explore.**

People are relishing the freedom to do more with the flexibility and time savings that hybrid work provides. In fact, 90 percent of employees now say they prefer flexible work, one of many reasons that 82 percent of organizations are embracing hybrid work models.

Let's explore together how Citrix Workspace and Microsoft Teams enable organizations to deliver a digital work experience that can be easily tailored to the needs of specific roles, including business, IT, networking, and an HR power user. Using a fictional company, **Blue Box Enterprises**, we show how digital workspaces free people to work anywhere, collaborate easily, and innovate more.

**“Work is no longer defined by traditional constraints or physical boundaries. People now expect the freedom to choose their work location, device, and network according to the context in which they need to be productive,”** says Olaf Romer, Group CIO, Baloise.

Source: [Citrix](#)

# How the Citrix-Microsoft digital workspace solution delivers more value

Hybrid work has provided new opportunities, but also introduced new challenges into the application and network environment. Organizations are struggling to connect legacy networks to the cloud, manage complex infrastructure, and enable secure anywhere work. Meanwhile, users who rely on home broadband and cellular, have experienced latency and other issues that harm their experience and productivity.

**Citrix and Microsoft provide a powerful digital workspace platform that puts people at the center of work, rather than applications or devices.**

**Citrix Workspace** is a complete digital workspace solution that integrates with Microsoft 365 and Microsoft Azure to give organizations a modern workspace experience that simplifies and secures access to all their applications, devices, data, and networks. As a result, people get a great experience that increases their productivity.

**Citrix Virtual Apps and Desktops (CVAD) service** is a cloud offering for Desktop-as-a-Service (DaaS) which provides IT powerful, centralized management tools for cloud and on-prem environments, including advanced management and integration of **Azure Virtual Desktop**.

**Citrix HDX** optimizes 2 million Microsoft Teams sessions (and Office apps) by delivering a full-featured virtualized Teams experience with a high-def voice, video, and telephony experience on any device.

**Microsoft 365 and Microsoft Azure** delivers a multi-device, multi-sense experience and service with industry leading productivity apps, identity solutions and data security.

**Microsoft Teams** is the hub for team collaboration in Microsoft 365 that integrates the people, content, and tools organizational teams need to be more engaged and productive.

# Meet Blue Box Enterprises



Blue Box Enterprises is a U.S.-based clean energy company that is harnessing global interest in sustainable energy to expand. The firm manufactures industrial-scale batteries that can return energy to the grid. Blue Box is now merging with a wind energy business with locations in the UK, Belgium, and Norway to create a diversified clean energy powerhouse.

Citrix Workspace and Microsoft Teams will help Blue Box leaders accomplish key goals related to the merger as well as ensuring business as usual operations. The team includes:

Bridgette



SVP of Emerging Markets

Juan



Manager of Applications and Desktops

Lola



Director of Networking and Security

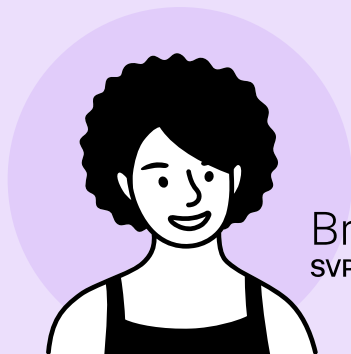
James



VP of HR

Blue Box Enterprises fits the profile of a representative composite organization studied by Forrester for their [Total Economic Impact™ \(TEI\) study on deploying CVAD service with Microsoft Azure](#). The firm has 5,000 total employees and 5,000 regular Citrix cloud service users.

# Empowering the top executive for growth



**Bridgette**  
SVP of Emerging Markets

**Blue Box is like many organizations: Over the past year, it's enabled a hybrid work model and gone cloud-forward to achieve ambitious digital transformation goals.**

**Bridgette is responsible for setting and delivering her organization's business strategy, which has become more challenging amidst marketplace unpredictability and increased competition. Here's how Citrix Workspace and Microsoft Teams will help Imani accomplish her key priorities this year.**

## Enable fast-paced growth



Bridgette wants to hire new teams in EMEA to capitalize on growing demand for clean energy services. By using Citrix Workspace and Microsoft Teams, Bridgette can expand business units with ease, as IT can onboard large user groups in hours without requiring local IT teams or infrastructure.

## Simplifying M&As



As Blue Box merges with its wind energy target, Citrix and Microsoft Teams will enable both companies to work as one within days. Citrix Workspace can scale on-demand to thousands of new users and the zero trust model securely authenticates identity and access to approved application and desktop resources.

## Collaborating as one



Citrix Workspace and Microsoft Teams enable Blue Box to connect and collaborate as one global company. She and the rest of the leadership team use Microsoft Teams to hold shareholder meetings and employee town halls, benefitting from the crystal-clear voice and video enabled by Citrix HDX Real-Time Media Engine technology.

## Delivering an exceptional experience



Bridgette's teams can launch Citrix Workspace within Teams and use digital workflows to simplify routine processes that removes clutter from the workday. In addition, Citrix SD-WAN provides a consistent Microsoft Teams and other app experience, even when WAN connections are poor quality or have latency issues.

## Improving business continuity



With the ability to work anywhere, anytime, across any device using Citrix Workspace and Microsoft Teams, Blue Box workers are productive in any condition. That gives Bridgette confidence that her organization will be able to navigate disruption and avoid outages that can cost up to \$100,000 per hour.

## Maintaining regulatory compliance



Citrix Workspace audits, tracks, and logs all access to data, including personally identifiable information (PII). As a result, authorized HR and other cross-functional team users can work with sensitive employee, corporate, and customer data, while maintaining compliance with data sovereignty and consumer privacy regulations.

# Freeing the IT leader to be more efficient and effective



Juan  
Manager of Applications  
and Desktops

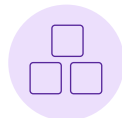
For Juan it's been a busy year. He's onboarded most of the company onto Citrix Workspace and Microsoft Teams to help Blue Box maintain operational effectiveness and business continuity amidst challenging conditions. Now, Juan is focused on supporting growth and streamline critical application and desktop processes. Here's how Citrix and Microsoft Teams empower Juan to.

## Enable hybrid cloud strategies



Blue Box wants to maximize on-premises investments and Microsoft licenses. Citrix enables Blue Box to manage legacy virtual desktop infrastructure (VDI) deployments alongside Citrix Workspace. That enables Juan to gain experience with DaaS while retiring legacy software and hardware and maximizing Microsoft 365 entitlements.

## Deliver all business apps



Citrix Virtual Apps and Desktops service enables busy IT teams to deliver all their apps—Windows, Linux, SaaS, and Web—from any environment. That means IT can use just one solution to deliver all of Blue Box's apps from its public cloud, on-premises and hybrid cloud environment.

## Capitalize on cloud savings



By accelerating Blue Box's hybrid cloud strategy, Juan is able to unlock IT efficiency and tap Azure Virtual Desktop entitlements to deliver licensing savings. All of this means millions of dollars in economic benefits that can be returned to the business to fuel innovation.

## Streamline IT processes



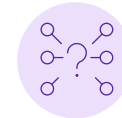
Citrix Virtual Apps and Desktops service makes managing workstation profiles and personas easier to manage. Steps like these enable the IT team to **work 10 percent more efficiently**, mirroring findings from a Forrester Total Economic Impact™ (TEI) study. For Blue Box, this will **return \$2 million in savings** to the IT budget **over a three-year period**.

## Virtualize Microsoft Teams



A traditional Teams deployment could expose inconsistent configurations, security risks, and variable user experiences. Citrix HDX optimization for Teams delivers a fully native, full-featured collaboration experience with centralized IT management. Citrix HDX ensures seamless conference calls with exceptional voice and video.

## Reduce help desk calls



Citrix Virtual Apps and Desktops service standardizes settings and provides central access to management tools. Since Blue Box has the profile of a Forrester TEI™ representative company, that adds up to **33 percent fewer help desk calls**. With 3,000 fewer calls each year, Blue Box will **notch three-year savings of \$590,000**.

# Enabling the infrastructure leader to deliver a secure and consistent experience



Lola  
Director of Networking  
and Security

Lola oversees her organization's distributed cloud-to-edge network, which extends from corporate data centers to Microsoft Azure. In addition to keeping the network up and running, she's responsible for delivering a great worker experience, locking down security, and helping deliver the hybrid cloud strategy. Here's how Citrix Workspace and Microsoft Teams enable Lola to protect Blue Box.

## Enable first-class collaboration



Lola demands a consistent employee experience regardless of location. Citrix SD-WAN optimizes Microsoft Teams voice and video network traffic, ending call interruptions, jitter, and latency issues that could otherwise plague video collaboration. Citrix SD-WAN accomplishes this by identifying Microsoft 365 traffic and routing it to the nearest Microsoft 365 Front Door.

## Gain visibility into network security



Citrix Analytics provides transparency into user activity across applications, content, and networking that empowers Lola to rapidly detect anomalies, such as a rogue network administrator seeking to exploit access privileges. In addition, Microsoft Security Graph API and Citrix provide a unified threat intelligence view across the organization's hybrid cloud environment.

## Lock down valuable data



Citrix Endpoint Management is natively integrated into Microsoft Endpoint Management, which means no matter the device or app, security policies will be enforced. Micro-VPNs and isolated browsers protect from security risks and untrusted websites or apps. Citrix also stores Microsoft Teams chat logs, files, and recordings in the cloud, not on devices.

## Ensure secure file sharing



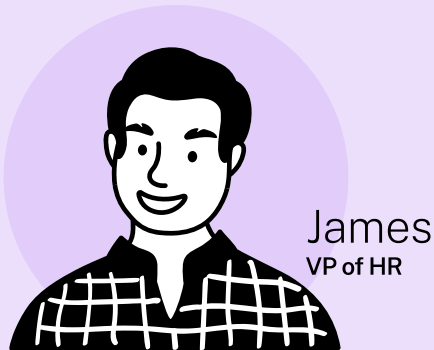
Lola uses Teams to interview new candidates and hold meetings. Citrix Content Collaboration enables her team to securely share sensitive data, solicit feedback, and get hiring approvals. Employee count on Citrix Content Collaboration to enable seamless feedback and reviews, speed innovation, and lock down valuable intellectual property.

## Deliver an optimal Teams experience over demanding WAN and LTE networks

Together, Citrix Workspace and Microsoft Teams deliver:

- **94 percent** overall performance improvement for Teams with Citrix SD-WAN
- **93 percent** less packet loss
- **80 percent** reduction in latency
- **21 percent** reduction in jitter

# Unleash the potential of power users with an amazing employee experience



James has developed a human resources strategy to enable a seamless merger and plan for rapid business expansion in the years to come. Citrix Workspace will provide the scale, speed, and interoperable solutions Blue Box needs to enter new markets and add new businesses.

James uses Citrix and Microsoft Teams to deliver an exceptional experience to users, from interviewing new recruits to streamlining how work gets done.

## Onboard new users



IT can easily set up new accounts and provision applications, while HR can set up cloud-based talent pools, such as contractors, gig, and seasonal workers. Streamlined processes **will save Blue Box's IT team eight hours per user**, adding up to \$1.2 million in three-year savings, in line with Forrester TEI™ findings.

## Deliver a consistent experience



Citrix Workspace gives workers single sign-on to Microsoft 365 productivity tools, Teams, other apps, and relevant content and data. That means users get the same ubiquitous experience however they work—directly in Teams or inside Citrix Workspace. This gives people two ways to access a centralized collaboration hub, enabling flexible workstyles.

## Support familiar workstyle



Joining a new company can be difficult. Fortunately, virtualization enables Blue Box to offer new wind energy colleagues the same experience they're used to. Blue Box can virtualize Teams and other business apps with Citrix, allowing staff to use the same apps they always have, reducing training and keeping productivity high.

## Provide access to great tools



From productivity apps to specialized business apps, Citrix Workspace and Teams give users everything they need to work in one place. A personalized and prioritized inside Citrix Workspace helps you focus on the work that matters most and reduces productivity draining task switching.

## Simplify work



Citrix Workspace capabilities such as machine learning, virtual assistants, and simplified workflows help personalize, guide, and automate the work experience. For example, the Citrix Assistant for Microsoft Teams allows users to use natural language queries to get answers, without needing to change apps to find information.

## Enable specific use cases



Citrix Workspace allows James and IT to equip users with special apps they need. For example, product designers use 3D/CAD apps, marketing depends on design tools, and sales needs Microsoft Dynamics. Citrix Workspace can deliver any type of app—Windows, Linux, Web, or SaaS—to specific users based on roles.



# Citrix and Microsoft are better together

Citrix and Microsoft have reimagined the way work gets done. Our integrated digital platform enables flexible workstyles and accelerates cloud and business transformation. As a result, organizations like Blue Box that adopt digital workspaces and virtual desktops gain greater agility, while improving productivity and security.

## Enable hybrid/multi-cloud infrastructures:

Citrix provides the broadest support for hybrid cloud resources within a streamlined management interface. Organizations can transition to Azure more quickly, increasing capacity, capabilities, and cost savings.

## Deliver a great experience:

From a single sign-on and unified interface, to digital workflows and Microsoft Teams optimizations, Citrix Workspace helps workers focus on what matters most.

## Optimize operations:

Citrix provides the most comprehensive and efficient management tools for virtual apps and desktops, including Azure Virtual Desktop and secure, reliable SD-WAN.

## Deliver secure experiences:

Citrix ensures applications are securely accessed, regardless of device or location. Microsoft 365 files are safely stored in Azure, while Citrix HDX provides a full audit trail of application sessions.

## Simplify Microsoft Teams management:

Citrix makes it easy for IT to manage and scale Microsoft Teams use across their organization, simplifying everything from initial deployments to ongoing updates.

Evolve your intelligent workspace today.

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