CITRIX®

PARTNER INSIGHTS
JOS

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Roger Loh
Head of Solutions

Region	ASEAN
Partner Level	Gold Citrix Solution Advisor (CSA)
Area of Expertise	Next generation infrastructure and cloud computing
Employees	2,000+ IT Professionals
Website	www.jos.com

Company Profile: JOS

A member of the powerhouse Jardine Matheson Group, JOS draws on over 60 years of IT sector expertise to help businesses and governments across Asia and beyond address business and technology challenges. Globally it collaborates with highly capable system integrators and IT services providers to deliver on its customers' IT requirements, wherever their business takes them.

Today JOS specialises in big data, cloud computing, enterprise security, Internet of Things, Artificial Intelligence, automation, collaboration and connectivity plus mobile applications. JOS also offers consulting services to provide the guidance and solutions for its clients to achieve their business objectives.

JOS established an informal alliance with Citrix following its launch in 1989. Both organisations worked together over the coming decades to roll out Citrix solutions across JOS client sites in Asia. As the alliance between both organisations gained momentum, JOS officially became a Citrix Solution Advisor in 2003. JOS continued to ensure its technical team met standard Citrix certification benchmarks and planned impressive sales prospects in the region. The results can be clearly seen today in JOS' current Gold Citrix Partnership status with plans to reach Platinum partner level in the near future.

A strong partnership produces positive outcomes

Over the past five years Citrix has become one of the most significant business technology partners in JOS' global partner network. With its specialisation in next generation infrastructure and cloud computing, JOS is relying on its relationship with Citrix to continue to drive its client base towards the cloud — as well as navigate the demands of maturing cloud environments.

With almost 20 of its technical staff trained across a broad range of Citrix technology, JOS delivers Citrix solutions for clients — all the way from delivery to after sales support. JOS technical team members maintain their deep industry insights and certification with Citrix solutions via online Citrix training programs, Hands-on-Labs with Citrix Education and a mix of onsite implementation experience and guidance from the Citrix technical team when required.

Roger Loh, Head of Solutions JOS Singapore believes the strong partnership with Citrix is producing a strong internal culture at JOS — and with Citrix and JOS clients — that is delivering high morale, confidence and learning outcomes.

"We have established our own Citrix Lab here at JOS as well as a Citrix Technical Committee. The group dynamics here are outstanding as this group contributes to issues resolution on a regular basis. It ensures our team stays ahead of industry needs and keeps our people up to date."

Delivering a real business outcome for clients

Loh commented on JOS' reputation as a 'go to' partner for Citrix solutions:

"Both prospects and customers seek us out for new implementations as well as extensions to their current Citrix user base based on our track record. Both the size and the dollar value of these implementations has increased significantly. For example, a recent win will see Citrix technology implemented for over 16,000 users.

The partnership between JOS and Citrix is expected to continue to differentiate JOS' expertise across an ever- increasing range of vertical industries.

"Healthcare is one of our core competency verticals with our activities and commitment to the National Electronic Health Record program here in Singapore. The Citrix NetScaler portfolio and complimentary Citrix technologies are crucial in the delivery of a digital transformation program of work for a broad range of medical service providers. Our achievements differentiate JOS against IT specialists with the integration and innovation benefits of Citrix solutions simplifying one of Singapore's most complex tasks to date," Loh continued.

Driving workspace innovation with Citrix solutions

With JOS forecasting a continued maturation of cloud technology, Citrix solutions that enhance cloud-based outcomes are key. Business challenges being resolved across key customer sites include:

Healthcare –

As a long-term user of Citrix architecture and solutions this Singaporean hospital migrated to new XenApp and Citrix FlexCast Management Architecture to provide a platform for application delivery, mobility, services, flexible provision and enhanced cloud management – crucial for modern healthcare applications needed in critical patient care.

Unsure of their initial requirements, JOS ran a series of workshop to identify the IT and scalability needs for the hospital. Initially planning for 4,500 users, today the 3-person IT team has scaled the platform to cater for 8,000 users. Its 3 percent infrastructure management cost is delivering an excellent return on investment.

Not for Profit – Currently there are 2,500 not for profit organisations in Singapore each operating a stand-alone IT environment with donated equipment and infrastructure. Once installed each NFP faced the pain point of updating and managing the technical requirements for their business software requirements internally. To overcome the challenge of IT management and delivering greater IT productivity, JOS has developed a scalable, centralised cloud platform based on Citrix virtualisation and networking solutions – XenApp, XenDesktop, XenServer and NetScaler. Today the virtual platform allows NFPs to access core applications for welfare case management systems, email, productivity software, human resources, financial management and education and learning platforms. Rolled out to 800 users currently, the new environment will be rolled out in phases to support 5,000 users in a centralised cloud platform.

Education – A leading Singaporean education institution faced a bottleneck with its existing platform virtualisation software and services. It needed to scale to support 1,000 concurrent users and a maximum of 16,000 faculty and student users in a flexible cloud environment – fully integrated with Microsoft Office 365.

Now relying on NetScaler, XenApp, the enterprise grade Microsoft Azure cloud platform backed by JOS Cloud Solution services the Polytechnic has transformed its curriculum-based apps in a more robust and mission-critical multi-device platform.

Channel-friendly Citrix network

The Citrix focus on being a very channel-friendly company has created an optimal partnership environment with JOS. "There is an authentic and consistent approach to enabling a partner network that drives workspace innovation and mobility. If you look at the Citrix solutions, they integrate very well, and this helps us understand the value of their technology and solutions. Citrix technology is a great way to simplify what is a complex cloud environment. It makes it easier for us to understand and importantly for our customers to understand."

JOS believes its long history with Citrix will continue to pay off in the future.

"Over the past five years we have increasingly implemented larger and larger customer sites with Citrix technologies. Over half of our customer base is in the cloud and Citrix technologies help us track along the cloud roadmap very well – helping build a viable and profitable revenue stream."