

PARTNER INSIGHTS

Thomas Duryea Logicalis

Country	Australia
Partner Level	Platinum Citrix Solution Advisor (CSA)
Citrix Specialist Certified In	Networking for Data Center Virtualization
Employees	4,500 IT Professionals Globally
Website	www.tdlogicalis.com.au

Damian Zammit
General Manager of
Transformation Services,
TDL

Company Profile: Thomas Duryea Logicalis

Thomas Duryea Logicalis (TDL) is an IT solutions and managed services provider with a breadth of knowledge and expertise in Consulting and Advisory, Modern Workspace, Data and Analytics, Hybrid Infrastructure, Security, Cloud and Managed Outsourcing Services.

With a client request to deploy a Citrix technology piece in 2010, TDL established a relationship with Citrix, followed shortly by the establishment of an in-house Citrix solutions team to better utilise Citrix technologies for business transformation. Many of TDL's customers were from traditional enterprise sectors and had a need to enable business transformation.

The team has grown to 12 Citrix engineers and three solutions architects and was recently recognised by Citrix with the "Top Competitive Win – ANZ" award for its consistent win rate around the most challenging and competitive deals involving Citrix technologies.

Today, Citrix solutions attribute to more than half of TDL's customer base, across a wide range of vertical sectors including health care, financial services, education, legal, corporate and property.

Building an award-winning Platinum Partnership

For Damian Zammit, General Manager of Transformation Services for TDL; Citrix solutions are ideal for the modern workspace. "Today's end user is highly collaborative and this generates specific requirements to work securely from anywhere. Citrix solutions provide the technology for users to securely access the workspace providing them with the applications and corporate data they require."

"Our focus is to work with customers to design, deploy and support Citrix solutions to enable digital transformation and increased collaboration, attract talent and reduce costs and complexity."

A shared cloud-first vision and strong partnership with Microsoft has seen Citrix solutions recently escalate in demand.

Damian Zammit | GM, Transformation Services | TDL

The recent partnership award acknowledges TDL for its clear value differentiation in leveraging the Citrix portfolio to drive measurable digital transformation outcomes, retiring low value offerings and driving significant operational efficiencies for customers.

With two teams in Sydney and Melbourne, TDL designs and operates a tailored training and education program for its Citrix solutions team. Team members complete online Citrix training programs, partake in hands-on-labs with Citrix solutions and become involved in customer deployment assistance roles, underpinned by in-depth training from senior staff around the TDL IP methodologies, for technology deployments.

"We have built our own Thomas Duryea Logicalis Citrix education programme for our team. We approach each member of the team with a deep programme to develop their career plus ensure we deliver each customer deployment 'our way'. This ensures we can automate the benchmark delivery of partner solutions and achieve greater efficiency in the repeatability of those processes."

Zammit continues: "We have exceeded double digit revenue growth, year on year with our Citrix capabilities, however, 2017 has seen an extremely robust year for complex implementations and profitability for TDL."

Innovative deployments with Citrix solutions

TDL's transformation solutions featuring Citrix are visible across a range of complex and complicated implementations in various customer sectors. These include:

Financial services

A customer-service focused financial services provider is deploying the first large scale implementation of Citrix XenDesktop to provision apps and desktops for 2,500 users on Microsoft Azure.

The Azure platform is highly elastic and NetScaler significantly increases the efficiency of the cloud-based network. It delivers an on-demand environment which will see the IT environment scale down to 20% at 3:00AM and scale up to 100% at 6:00AM when business activity is thriving. There is no need for upfront capex and this reduces costs as customers only pay for what they use.

Legal

Ageing software and infrastructure meant Griffith Hack, an intellectual property firm, faced three key pain points: a legacy external gateway that made it difficult for remote workers to access critical applications; the need to send large files and collaborate with clients and partners; and the challenge of improving mobile device management. Citrix Workspace Suite with NetScaler was implemented to deliver secure access to apps, data, and services from any device. The Citrix Workspace Suite includes XenApp, ShareFile and XenMobile. Users can now work from anywhere securely with XenApp, cutting transaction times by as much as 300%. Citrix ShareFile lets users access, sync and share files securely from any device, inside or outside the organisation, removing the need for FTP accounts. XenMobile is now responsible for configuring, securing and supporting mobile devices, allowing the IT team to work on proactive, strategic projects rather than administration tasks including provisioning devices or configuring systems.

Education

A leading Australian university is relying on XenApp to provide 10,000 users with a wide range of curriculum-based apps across a multi-device platform. This effectively removes the need for end points on campus and introduces a BYOD policy to replace computer labs and further promote remote study and learning opportunities. This extremely cost-effective secure delivery of Windows applications and desktops to any device has freed up valuable physical real estate on campus, allowing the University to re-purpose rooms for learning facilities.

Healthcare

One of Australia largest public health services providers has deployed NetScaler, XenDesktop and XenApp to provide 2,500 end users with Citrix virtual desktops in an ideal activity-based working environment.

The addition of Imprivata OneSign® single-sign-on and centralised password management means all healthcare workers can maintain their current patient session across rooms, wards, beds and even hospitals.

Security restrictions include removing USB access, printing outside of the health care environment, multi-factor authentication processes and banning international logins. With the initial hospital network successfully deployed, an additional 7,000 users for a new hospital were recently added to the network.

Citrix channel first focus

The relationship with the entire Citrix team has delivered a range of benefits and opportunities for TDL.

"Citrix has a channel-first approach and has actively invested in our capabilities to achieve our joint goals," he says

TDL has seen demand for its services to now include more complex needs for larger scale business transformation challenges.

"We operate one of the largest Citrix solutions teams in Australia to meet the demand for the new look enterprise workspace and are committed to delivering a premium architecture and integration outcome."

This has seen TDL invest in its own Modern Workspace Solution offering to integrate Citrix solutions for a complete end-user workspace.

Zammit continued: "The end result speaks for itself. Customers experience a reduction in costs, improvement in employee productivity outcomes and enhanced collaboration."



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