Welcome

Another Look at Remote Access Choices

What do you hope to learn today?

Please take a moment to fill out the yellow cards.

Our presenters will review the cards to ensure we cover the topics/areas of interest.

We will collect them before we get started.

Thanks!
Collect ‘Learn Today’ Cards

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Thanks!
What’s New in XenApp & XenDesktop 7.12

Q4 2016 Current Release

Dennis Kloster
Going 4 for 4 in 2016
A Current Release (CR) delivered every quarter

7.8  Q1 2016
7.9  Q2 2016
7.11 Q3 2016
7.12 Q4 2016
Management & Monitoring
And 7.x contains much more than XenApp 6.5...

- Improved Scalability
- Cloud Ready
- Enhanced Graphics
- VDI
- Linux Apps and Desktops
Enhanced high availability with newly improved Local Host Cache Technology
Allow connections when the database link is down

- Connect to apps, hosted-shared desktops, assigned VDI and Remote PC Access systems
  - Handled by each zone within a site

- Improved over the legacy IMA implementation
  - No data consistency issues or required maintenance

- Ideal for enterprise sites with proper resource sizing
  - Connection Leasing is still ideal for smaller sites
  - Does not replace the need to have a form of database HA

- SQL “LocalDB” database maintained on controller
  - 2 minute sync time observed with 1,000 applications
Granular control of individual app and desktop publishing
Tagging for Application Groups

Troubleshooting / Application Isolation
Delivery Group of Machines

Tag: Troubleshooting

Publishing to a subset of machines
Delivery Group of Machines

Tags
Finance, Office

Tags
Sales, Office

Finance AppGroup
Sales AppGroup
Office AppGroup
Intelligently stagger maintenance reboot cycles
Streamlined reboot policies to minimize user impact

Finance Delivery Group

Before

All reboot every Saturday at 2AM

Finance Delivery Group

After

Saturday 2AM

Sunday 2AM
Citrix acquires Norskale

Workspace Environment Management w/ Transformer

- Up to 70% improvements in server scalability
- Up to 80% improvements in user logon times
- Up to $500 savings per user
Extend scalability and accelerate Remote PC Access deployments

New streamlined VDA installer

- 20% smaller package size
- Simplified installation
Director enhancements

Improved monitoring

- Retain Data for Up to 1 Month (Enterprise)
- Custom Reporting (Platinum)
- SNMP Alert Integration (Platinum)

Also available in Platinum and Enterprise.
Save time while reviewing recorded sessions
Enhanced Session Recording 7.12

Highlight areas of inactivity to quickly find areas of interest
Citrix SCOM Management Packs
Recommended by 97% of surveyed customers and partners

Hola
Bonjour
Hallo
こんにちは
你好

Localization  7.12 support  Enhanced Security  Additional Reports
Microsoft Alignment
Improved VM performance in the cloud

MCS I/O Optimization for Azure

• Allocate temporary memory cache with failover to temporary disk storage

• With proper sizing, disk I/O and latency to cloud storage can be improved significantly – especially for writes

Drive down storage costs
Reduce IOPS by up to 95%
Slash licensing costs by 40%+ while moving to the cloud

Azure Hybrid Use Benefits

- Reduce the cost of Azure VMs to the base compute rate
- Use existing on-prem Windows Server licenses
Maximize security with Hyper-V
Secure Boot for Gen2 VMs on Hyper-V

- Prevent unauthorized software from loading at boot time
- Supported with PVS and manually provisioned machines
User Experience
HTML5 Video Redirection
Optimized delivery with maximum server scalability

- Offload media processing to the endpoint
- Available for internally controlled sites
- Similar to Adobe Flash redirection
- Receiver for Windows 4.6 recommended
  - Other Receivers supporting RAVE (such as Linux) will also work
Leverage advanced printing capabilities

Universal Print Driver (UPD) enhancements

- Stapling
- Tray selection
- No 3rd party drivers required – maintain stability
Optimized graphics for low-bandwidth connections

8-bit Thinwire mode
What’s new in StoreFront 3.8

- Improved Firefox support for Receiver detection
- Support for multiple Web sites
- Support for next-generation user experience technology
Citrix Receiver releases

**Receiver for Windows 4.6**
- HTML5 video redirection
- Next-gen HDX (experimental)
- Keyboard layout synchronization
- SNI support
- New cipher support

**Receiver for Mac 12.4**
- Next-gen HDX (experimental)
- CEIP for next-gen HDX
- Improved logging
Intelligent, highly-adaptive user experiences
Next-generation Enlightened Data Transport (Experimental)

Adapt to Changing Conditions to Deliver the Right User Experience

- 5x faster file transfer
- 10x faster printing
- 2x session interactivity
Remote Desktop Services in Windows 2016
RDS innovations in Windows Server 2016

- Increased performance
- Enhanced scale
- Optimized for cloud
- Graphics improvements
- Connection broker, shared SQL connections
- Efficient and secure architecture
Hyper-V graphics virtualization evolution

- **RemoteFX vGPU**
  - Hyper-V integration
  - DX 9 support

- **RemoteFX vGPU**
  - DX 11.0
  - VM connect with vGPU
  - GPU management

- **RemoteFX vGPU**
  - DX 11.1 support
  - Higher video memory
  - Up to 2560 x 1600 resolution
  - Scale improvements

- **RemoteFX vGPU**
  - OpenGL 4.4 & OpenCL 1.1
  - 1GB dedicated VRAM
  - Up to 4k resolution
  - Server VM support
  - Improved performance

- **DDA**
  - Full API support*
  - Native GPU driver support
  - Maximum performance

*Verify card support for this configuration with GPU vendor
## Graphics enhancements – vGPU

2 ways to support vGPUs in WS 2016; DDA is new and differentiated

<table>
<thead>
<tr>
<th>REMOTEFX vGPU</th>
<th>DIRECT DEVICE ASSIGNMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Para-virtualized</td>
<td>• 1-1 Assignment to GPU</td>
</tr>
<tr>
<td>• OpenGL/OpenCL/DX11</td>
<td>• Full API support</td>
</tr>
<tr>
<td>• 1GB VRAM/ 4K res</td>
<td>• Azure’s N-Series VMs supported</td>
</tr>
<tr>
<td>• ~30fps</td>
<td>• ~60fps</td>
</tr>
<tr>
<td>• Best scale</td>
<td>• Low scale</td>
</tr>
<tr>
<td>• Host: WS 2016, Win 10</td>
<td>• Host: WS 2016</td>
</tr>
<tr>
<td>• Guest: WS 2016, Win 10, Win 7 SP1, Win 8.1</td>
<td>• Guest: WS 2016, WS 2012r2, Win 10 w/November update and Linux</td>
</tr>
</tbody>
</table>
### Graphics enhancements – Codec investments

<table>
<thead>
<tr>
<th>Windows 10 Remote Desktop Clients use Hardware H.264/AVC decoder when available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High quality 4:4:4 mode using standard H.264/AVC 4:2:0 hardware decoders</strong></td>
</tr>
</tbody>
</table>

- Enabled by default for RemoteFX vGPU RDP 10 sessions
- [Group Policy](#) to enable on Windows 10 1511 and Windows Server 2016 TP4
- Currently MSTSC.EXE only, other Remote Desktop clients to follow
Use existing SQL Server cluster or Azure SQL DB

Improved connection handling performance, 10K+ concurrent connection requests supported in “log on storm” situations
Optimized server VM architecture for the cloud

RDS 2012R2 Infra:
7 role services
8 VMs

RDS 2016+:
4 role services
2 VMs

Roles that can be deployed into one VM:
- RD gateway
- RD connection broker
- RD licensing
- RD web access
Ericom Software

February 2017
Ericom Software

Ericom Software is one of the world access leaders enabling secure, centrally managed, access to applications, desktops and data

- Established: 1993
- Offices: USA, UK, EMEA
- Countries: Over 45
- Customers: Over 30,000
- Employees: ~100
“Legacy applications can be cost-effectively addressed with desktop virtualization technologies. Vendors like Ericom Software prioritize simplicity of deployment and management, are competitively priced, and are capable of providing quality support”

Nathan Hill, Michael A. Silver, Federica Troni, Mike Cisek

“As a “Major Player”, Ericom has followed a design strategy of prioritizing virtual client, management and business analysis features that organizations need”

Robert Young, Research Manager

“Ericom’s default browser-based access, powerful embedded analytics tools and centrally managed access from a single, Web-based management console are real differentiators!”

Roy Illsley, Principal Analyst, Infrastructure Solutions

“Homegrown innovation....a scalable product designed to up to 100, 000 concurrent user sessions and installs in less than 20 minutes.”

John Abbott, Founder & Distinguished Analyst

"Ericom provides visibility into user activity, a variety of app access options, and core architecture to deliver apps and desktops at the scale required to keep pace with today’s business priorities.”

Mark Bowker, Senior Analyst
Ericom Connect Architecture
Ericom Connect Basic DR Architecture

Ericom Connect Secure Gateway
-------------------
2012R2

Ericom Connect Server
---------------------
Connection Broker
Web Portal
Management Portal
Reporting Server
2012R2

SQL Database

Ericom Connect Server
---------------------
Connection Broker
Web Portal
Management Portal
Reporting Server
2012R2

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Connection Broker
Web Portal
Management Portal
Reporting Server
2012R2

Load Balancer

Windows/Mac
HTML5 Browser
iOS/Android

Endpoint Clients

Grid Communications

Ericom Infrastructure

Ericom Connect Host Agent
Terminal Server Host

Ericom Connect Host Agent
Terminal Server Host

Ericom Connect Host Agent
Desktop Host

Ericom Connect Host Agent
VDI Host

Back-End Resources that host Applications and Desktops
# Ericom Connect 7.x vs. Citrix XenApp 7.x – Highlights

<table>
<thead>
<tr>
<th>Functionality</th>
<th>Ericom</th>
<th>Citrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deployment &amp; Configuration</td>
<td>Deployed in a matter of several hours, both PoC and production</td>
<td>Deployment usually takes several days and weeks</td>
</tr>
<tr>
<td>Cost &amp; Pricing</td>
<td>Attractive price-performance with multiple pricing methods</td>
<td>Usually at the high end of the price scale, mainly concurrent licensing</td>
</tr>
<tr>
<td></td>
<td>Maintenance and support costs are 40% less than Citrix</td>
<td>Maintenance and support costs are usually 22%-25% of the licensing costs</td>
</tr>
<tr>
<td></td>
<td>One person, at Junior level, can provide support without needing a massive investment in training costs</td>
<td>Senior support staff is required to obtain expensive training certification</td>
</tr>
<tr>
<td>HTML5 - Clientless</td>
<td>The leading product in the market with proven performance</td>
<td>Usually offered as a fallback solution</td>
</tr>
<tr>
<td>Scalability</td>
<td>Ericom Connect supports up to 100,000 users per management server - need to only add Terminal Servers</td>
<td>Citrix support only 5000-10000 users per management server – need to add both Terminal Server and infrastructure</td>
</tr>
<tr>
<td>Reporting &amp; Analytics</td>
<td>Built-in reports and analytics providing insights across the entire deployment, (multiple sites and data centers)</td>
<td>Separate reporting platform per data center</td>
</tr>
<tr>
<td>Hardware Infrastructure</td>
<td>Built-in support for hybrid data center environments, with less infrastructure for more users</td>
<td>Mix environment configuration is supported, yet requires expensive hardware</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Audience</th>
<th>Differentiators</th>
</tr>
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</table>
| Customers | • Ericom Connect provides an attractive total cost of ownership (TCO)  
            • Clientless (no installation) browser-based approach that is easy to use and manage across all devices |
| Partners  | • Competitive pricing enables partners to easily penetrate new markets  
            • Fast installation and configuration accelerates PoCs and sales cycle  
            • Supporting customizations to meet specific customer requirements |

### Business Solutions

- Application Publishing
- Migration to the Cloud
- Secure Remote Access to office PCs
- Desktop as a Service
- Secure Browsing
- Application Webification
- 3rd party/contractor access
- Chromebooks
- Access to Legacy Browsers
- BYOD

### Analysts Coverage

![Gartner](image)
![IDC](image)
![51 Research](image)
![ESG Consulting](image)
![OVUM](image)
![brianmadden](image)
Why Ericom?
With more than 20 years in the business and more than 30,000 customers all over the world, Ericom offers the same key security, reliability, performance, and mobility benefits that Citrix offers – however more simply and at a price that more organizations can afford.

What is Your Global Presence?
Ericom has offices in the United States, United Kingdom and EMEA. Ericom also has an extensive network of distributors and partners throughout North America, Europe, Asia and the Far East. 

How does your application virtualization performance compare with Citrix’s?
Citrix has the HDX protocol that supports software that require a lot of computing power. Ericom has the Blaze protocol that accelerates connection performance. We have customers that are using very heavy 3D architecture and rendering programs with great success. We can refer you to them.

How do Your Prices Compare to Citrix?
Citrix baseline prices are usually higher and offer only a concurrent user-licensing model. Ericom Connect comes in a variety of attractive pricing models and can save you 40% on licensing, infrastructure, setup and day-to-day management.

Ericom Connect™ - High Level Benefits
- Ericom Connect is a **more lightweight** solution compared to Citrix
- Ericom Connect offers **40%-70% savings** on the overall total cost of ownership (TCO) compared to Citrix (setup, licensing, infrastructure, maintenance and day-to-day management)
- **Highly scalable** with **100,000 users** managed using a single access management server (connection broker)
- **Attractive cost structure** with flexible pricing models
- **Single, intuitive, web-based administration console** controls all features, functions and configurations across all sites
- **Single deployment** across multiple data centers
- **Multi-tenancy** and delegated administration enabling flexible management
- **Powerful built-in BI** reporting and analytics suite
- **Hybrid cloud support** for both on premise data centers and multiple cloud environments
- Working with Ericom Connect is **intuitive and straight forward** - No need for lengthy and pricy technical training & certification

Common Questions & Answers

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Secure BYOD Access to Windows

CHALLENGES
Enable access to mission-critical resources from personal & work-issued mobile devices without compromising data security

PRODUCTS & SOLUTIONS
Ericom Connect
Ericom AccessNow

BENEFITS
Secure access from anywhere, any device
Admin overhead savings
All mobile devices, all OS
Cloud-Ready

FEATURES
Flexibility to operate in multi-mode environment
Native as well as browser-based access
Protection from malware and other mobile threats

WEBSITE
AWS Workspaces

- Full virtual desktop experience
- Outsourcing the infrastructure
- Pay for what you use
  - Including licensing!
  - Hourly!
- Mixed hardware environments
## AWS Workspaces

### Hardware Options

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>1 vCPU, 2 GB RAM, 10 GB Storage</td>
</tr>
<tr>
<td>Standard</td>
<td>2 vCPU, 4 GB RAM, 50 GB Storage</td>
</tr>
<tr>
<td>Performance</td>
<td>2 vCPU, 7.5 GB RAM, 100 GB Storage</td>
</tr>
<tr>
<td>Graphics</td>
<td>8 vCPU, 15 GB RAM, 4 GB Video RAM, 100 GB Storage</td>
</tr>
</tbody>
</table>

### Software Options

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>Internet Explorer 11, Firefox, 7-Zip</td>
</tr>
<tr>
<td>Performance</td>
<td>MS Office Professional, Trend Micro Security Services, Internet Explorer 11, Firefox, 7-Zip</td>
</tr>
</tbody>
</table>
AWS Workspaces
Evaluations & Door Prizes

THANK YOU!