



“ Citrix has stabilized our business environment and streamlined the IT infrastructure. The secure access to applications is a great benefit because of the sensitive nature of the vast volumes of data that move between the firm and its clients. ”

Piyush Arora  
Systems Administrator  
Remfry & Sagar

## Remfry & Sagar secures the legal business environment with Citrix

Remfry & Sagar is the oldest intellectual property (IP) firm in India. Intellectual property is the mainstay of the firm, which has a predominantly international clientele.

### The challenge – Faster application delivery and optimized bandwidth utilization

Remfry & Sagar has long been an early adopter of the latest technology to manage its practice. The firm deployed a desktop environment and, in 1998-99, felt the need to capture all IP assets managed by it for which a software solution was designed. However, the prevalent desktop environment started experiencing problems with the exponential growth in data from 2003 onwards. The problems surfaced on the hardware, application management/licensing and data management fronts.

Highlighting the issues faced by the firm, Piyush Arora, systems administrator, Remfry & Sagar, said, “We had a critically developed IT infrastructure for a long time, and have had a desktop environment since computers were introduced in India in the 80s. We were using a customized software solution to manage our cases, accounts and billing programs. However, with the exponential growth and flow of data and hardware, it was becoming difficult to keep track of licenses and software, and to manage applications that were residing on desktops. Data corruption issues were endemic; updating anti-virus solutions created problems; keeping track of the software and licenses being procured was becoming difficult; and employees were finding it difficult to manage data on the desktops. Managing and solving the issues were proving cumbersome and very time-consuming. IT managers were running all over the 40,000 square feet office spread over five floors troubleshooting or addressing many problems, and there was a tremendous wastage of manpower resources. Ongoing administration and continuing upgrades and replacement of PCs were becoming expensive and inflexible.”



Some quick-fix solutions were tried initially. Finally, while the team was conducting an internal software audit and generally reviewing the IT infrastructure, the idea of a centralized solution came up and was deemed to be suitable for addressing the challenges of the environment. After some inquiries and evaluation of the available solutions, Remfry & Sagar, in conjunction with its IT advisory firm Ingram Micro India Ltd., decided to deploy a Citrix solution to end this PC management challenge and to reduce the Total Cost of Ownership (TCO) of the IT infrastructure.

### Key benefits

- Simplifies delivery of applications
- Streamlines manageability
- Provides greater integrity and security of data
- Centralized application delivery reduces IT costs

### Applications delivered

- Microsoft Visio
- Oracle 10 Gi
- Microsoft Office Suite
- Multiple accounting and billing applications

### Implementing a Citrix solution for centralized application delivery

In 2007, Remfry & Sagar partnered with New Delhi-based Momentum Infocare Pvt. Ltd. (a Silver Citrix Solution Advisor) to implement a solution comprising Citrix® XenApp™ and Microsoft® Windows Server® 2003 running on six HP blade servers. Ingram Micro India Ltd. was also involved with many aspects of the implementation process and provided critical input at all stages, including addressing some teething issues during the preliminary phase.

Currently, Remfry & Sagar is delivering Microsoft® Visio® drawing software, Microsoft® Office 2007, Oracle® 10Gi and multiple online billing programs (in conjunction with those compatible with their customers) to about 150 concurrent users across the organization. These users include lawyers, legal assistants and accountants. They primarily connect using Linux-based thin clients. Internet connectivity is through leased lines provided by Airtel.

### Rapid application delivery is a breeze

Arora testified to the effectiveness and flexibility of the Citrix solution and acknowledged the all-around benefits for the firm.

“Citrix XenApp helps us manage our environment and is highly effective in our business environment involving the flow and management of voluminous amounts of data that need to be managed, preserved and monitored at all times. Importantly, delivery of new applications has been simplified. Updates and patch development are being done centrally regardless of the software languages, computing architectures and networks that are involved.”

### Enhanced manageability leads to service excellence

Manageability was a key challenge to be addressed. Because of the masses of data involved and their criticality and integrity, centralized reporting and control of application deployment and use were critical.

Affirmed Arora, “Citrix XenApp, being like a mother ship solution, has made it very amenable for us to manage the business environment. We are able to monitor vast amounts of incoming and outgoing application data and secure it with the appropriate firewalls, multi-factor authentication and encryption technologies. It has greatly increased application performance and reliability. Applications are managed centrally on the servers; e-mail filtering and backups are also administered on the servers.”

## Centralized IT administration frees up strategic resources

The previous environment bogged down the IT team to a great extent and made IT administration a big challenge. Now IT concentrates its management efforts on servers only.

### Networking environment

- Citrix XenApp running on six HP blade servers
- Microsoft Windows Server 2003
- Airtel (MPLS leased lines)

“Savings in manpower have definitely been realized as currently just a two-man IT team is managing the IT needs of 150 concurrent Citrix users,” Arora noted. “Previously, I could not keep track of the numerous complaints made in a day. Now I can manage them centrally and generate a monthly report about issues raised, time required to troubleshoot a particular complaint, the coordination required with IT vendors/distributors for remote troubleshooting and other parameters. The randomness and haphazard nature of the previous environment is no longer present and it has become more streamlined and organized. We are able to see how active our IT environment is, what kinds of problems arise and the troubleshooting needed. Also, analysis of issues is much better.”

Added software developer Rakesh Bhardwaj, Remfry & Sagar, “As a software developer, I understand the need to customize our database solution and help the business side of the organization. Apart from helping in system administration, which is actually a breeze now, I have been able to constantly innovate and implement processes such as deciding the time of backup every week, which is very important in a data-intensive environment, deciding which tapes to use, devising a protocol for the web sites being used, etc.”



#### Worldwide Headquarters

Citrix Systems, Inc.  
851 West Cypress Creek Road  
Fort Lauderdale, FL 33309, USA  
T +1 800 393 1888  
T +1 954 267 3000

[www.citrix.com](http://www.citrix.com)

#### Americas

Citrix Silicon Valley  
4988 Great America Parkway  
Santa Clara, CA 95054, USA  
T +1 408 790 8000

#### Europe

Citrix Systems International GmbH  
Rheinweg 9  
8200 Schaffhausen, Switzerland  
T +41 52 635 7700

#### Asia Pacific

Citrix Systems Hong Kong Ltd.  
Suite 6301-10, 63rd Floor  
One Island East  
18 Westlands Road  
Island East, Hong Kong, China  
T +852 2100 5000

#### Citrix Online Division

6500 Hollister Avenue  
Goleta, CA 93117, USA  
T +1 805 690 6400

#### About Citrix

Citrix Systems, Inc. (NASDAQ:CTXS) is the leading provider of virtualization, networking and software as a service technologies for more than 230,000 organizations worldwide. Its Citrix Delivery Center, Citrix Cloud Center (C3) and Citrix Online Services product families radically simplify computing for millions of users, delivering applications as an on-demand service to any user, in any location on any device. Citrix customers include the world's largest Internet companies, 99 percent of Fortune Global 500 enterprises, and hundreds of thousands of small businesses and prosumers worldwide. Citrix partners with over 10,000 companies worldwide in more than 100 countries. Founded in 1989, annual revenue in 2008 was \$1.6 billion.

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