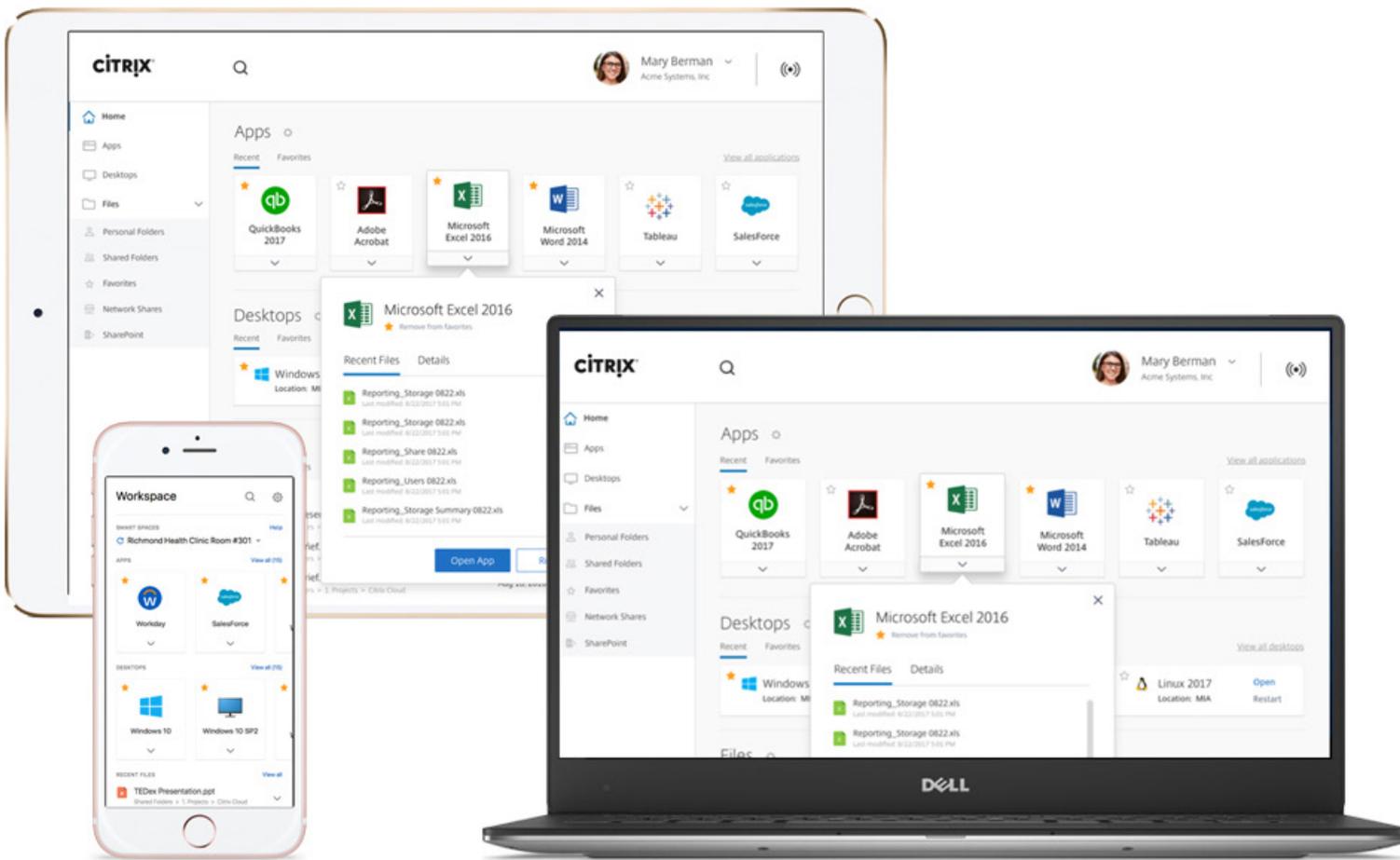


# CITRIX WORKSPACE

EVERYTHING YOU NEED IN ONE PLACE

**CITRIX**<sup>®</sup>

**ATLAS** **CLOUD**  
IT FOR THE MODERN WORKPLACE



## NEW FOR 2019 - CITRIX WORKSPACE

Citrix Workspace is the answer to the current IT complexity created by multi-cloud solutions. For the first time you can bring together SaaS apps, on-premise apps, cloud and on-premise desktops and all files into one environment which is accessed via a single sign on. Using artificial intelligence it also offers unmatched security and insights into user activity.

For users they now have one location for everything and it offers the same great experience on any device, wherever they are working. It is compatible with Windows, Mac, iOS, Chrome OS, Android and Linux.

From a security point of view it puts IT managers in control. For the first time they are now able to view users activity and control how everything their users need (including SaaS applications) are used. Using enhanced security controls you can set app specific security policies, which help prevent data loss.

There are three Citrix Workspace products available:

- Standard
- Premium
- Premium Plus

This brochure outlines what is included in each of these products and the functionality of the various features.

# ONE APPLICATION - MANY BENEFITS



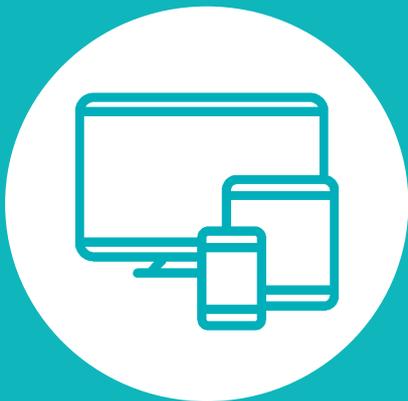
## INCREASED PRODUCTIVITY

Having everything a user needs in one place makes better use of their time



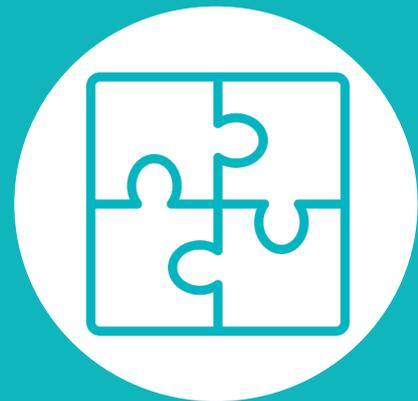
## SINGLE POINT OF ENTRY

One password gives users access to all their data, apps and desktops



## USE ANY DEVICE

Unified experience across any device. Ideal for BYOD schemes too



## IMPROVED COLLABORATION

Smarter way of circulating documents for approval and signed off



## FILE STORAGE & SEARCHING

Brings together on-prem and cloud storage into one easy to search location



## IMPROVED SECURITY

Machine learning to monitor user activity and attribute them risk scores

1

2

3

CITRIX

## NAVIGATING YOUR CITRIX WORKSPACE

**1 Apps Section**

From here users can access all of their on-premise apps, cloud Windows apps and secured SaaS apps, with no need to login to each one individually. For the first time IT managers have control over these applications and can set security controls for each one including opening with watermarks, restricted printing or download permissions.

**2 Desktops Section**

Within this section a user can access their on-premise desktop as well as any cloud-based desktops. For users it means regardless of what device they are using they are able to access their desktop. For IT managers, they have the ability to control these desktops and push out updates across all desktops, rather having to update individual machines.

**3 File Section**

This section centralises files from both on-premise and cloud-based storage providers, such as OneDrive. It makes life so much easier for users as they can now search for files which are stored in multiple locations from one area.

# CHOOSING THE RIGHT PRODUCT FOR YOU

	WORKSPACE STANDARD	WORKSPACE PREMIUM	WORKSPACE PREMIUM PLUS
Accessed via Workspace App	✓	✓	✓
Citrix Access Control	✓	✓	✓
Citrix Analytics for access control	✓	✓	✓
Citrix Unified Endpoint Management	•	✓	✓
Citrix Content Collaboration	•	✓	✓
Citrix Analytics for workspace	•	✓	✓
Citrix Virtual Apps and Desktops	•	•	✓

Note: Workspace Premium service does not include Workspace Analytics for on-prem XenApp/XenDesktop deployments

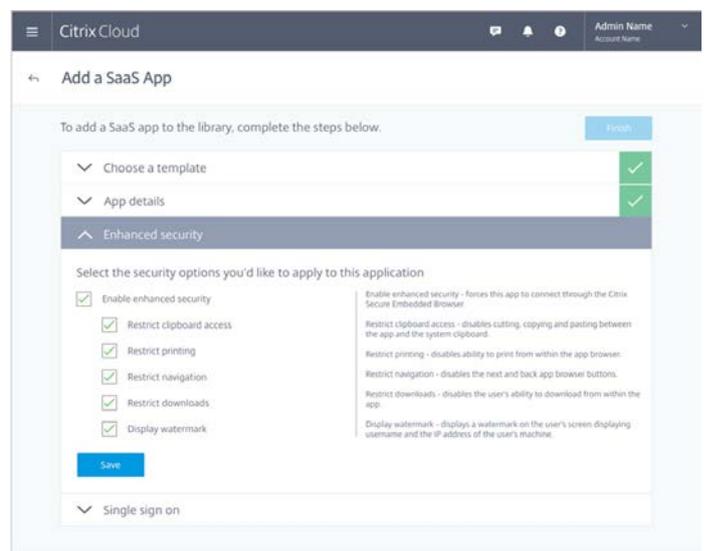


## CITRIX ACCESS CONTROL

SaaS applications have made life a lot easier for companies and the amount of them that we use looks likely to increase. This has created a bit of a headache for IT managers as the level of control they have over these applications can be limited (or non-existent). This means for many there are applications which are vulnerable as they can be accessed by unauthorised users which could lead to data loss.

Citrix Access Control has been created to get around this issue. Now using a single-sign-on users are able to access all of their applications within the Citrix Workspace App. This means an improved user experience without having to manage multiple passwords.

For IT managers it gives the level of control they want. Now they are able to control who has access to certain apps and they can apply policies for each individual application, for example open up with a watermark or restrict printing, downloads and clipboard access. This can all be done with a few clicks as shown (right).



### Key features:

- Better user experience with a single sign on giving access to all SaaS, web and Citrix virtual applications
- IT administrators can set up enhanced security controls for accessing data within SaaS applications
- Prevent users from visiting malicious or blacklisted websites that may affect compliance. Also allows users to browse white-listed sites but with protection from risky content e.g. social media sites
- Provides IT administrators with end to end visibility and user behaviour analytics for application traffic

# CITRIX ANALYTICS

Using artificial intelligence and machine learning Citrix Analytics offers IT managers an unmatched level of insight into user activity and security issues within the Citrix Workspace App. It helps monitor and identify user behaviour which is suspicious or inconsistent in order to prevent data loss caused by external and internal threats. Any activity across users, endpoints, networks and files which is deemed harmful by the advanced algorithms is flagged up to IT for action.

For example, if an organisation is having problems preventing the loss of intellectual property and data from malicious insider threats, they can use Citrix Analytics to monitor users and create risk profiles. Risk profiles are scored 0 to 100, so they can keep an eye on those ranked 90 to 100 as they represent the main sources of data loss. Users with high risk profiles can have restrictions put in place to limit their ability to download or share files.

The screenshot displays the Citrix Cloud Security dashboard. At the top, there are navigation tabs for Security, Performance, Usage, Settings, and Help. Below this, a 'User's Risk Profiles' section shows 37 total users categorized into four groups: High Risk Users (4), Medium Risk Users (7), Low Risk Users (26), and Users in Watchlist (14). A 'Top Users' table lists the highest risk users:

SCORE	CHANGE	TREND	USER
96	+24	[Trend Line]	Georgina Kalou
94	+69	[Trend Line]	Sallie Litwille
92	+72	[Trend Line]	Andrew Jackson

The detailed view for Andrew Jackson (Risk Score 92) shows a 'Risk Score Timeline' with the following events:

- 09:49:00 AM: Start Session Recording (Action applied)
- 09:45:00 AM: Device with Blacklisted Apps Detected (Medium Risk)
- 09:45:00 AM: Unmanaged Device Detected (Low Risk)
- 09:30:00 AM: Excessive Access to Sensitive Files... (High Risk)
- 09:00:00 AM: Excessive File Uploads (Medium Risk)
- 09:00:00 AM: EPA Scan Failure (Medium Risk)
- 09:00:00 AM: Excessive File Downloads (Medium Risk)

An alert titled 'Excessive Access to Sensitive Files (DLP Alert)' is shown, indicating that 4 files deemed sensitive were downloaded between 09:15:00 AM and 09:30:00 AM. A bar chart shows the number of files downloaded at 09:20 AM and 09:25 AM. A table below lists the downloaded files:

TIME DOWNLOADED	FILE NAME	FILE SIZE
2017-11-29 09:18:00	Microsoft.Expression.Interactio...	159.56MB
2017-11-29 09:20:00	JP MOrgan Debits.xls	98.21MB

## Key features:

- Prevents malicious activity and data loss with pre-determined actions which stop attacks before they happen
- Able to detect and prevent ransomware attacks by recognising an attack is underway and taking the steps required to block it
- Constantly monitors and analyses what a user is accessing and their day-to-day behaviour, so that any activity which is outside of their normal behaviour is flagged up as potentially harmful e.g. trying to access certain files or accounts they don't normally work on
- Automated session recording when user behaviour deemed risky - ideal for audit purposes
- Intuitive Security Dashboard offers an easy to monitor summary and categorisation of user's risk profiles



## CITRIX UNIFIED ENDPOINT MANAGEMENT

Powered by XenMobile this goes beyond traditional MDM to create secure application delivery and management to all device types (including PC, Mac, Chrome and other major devices). Allows you to carry out inventory, management and secure devices within a single management console. With modern BYOD schemes going beyond just mobile devices it gives reach and visibility to IT across all endpoints. Citrix Unified Endpoint Management adds a layer of control which other MDM or UEM vendors aren't able to match.

### Key features:

- Endpoint configuration - setup controls for endpoint devices, including enrolment, policy application and determine permission levels
- Security - create security controls and triggers including device wiping, locking and notifications to users that they are in violation of policies
- Operating System updates - allows Administrators to prevent or enforce OS updates. Prevents data loss from hackers targeting OS vulnerabilities
- App Management - allows business critical applications to be pushed to a device and automatically update apps
- App Configuration - allows IT to control policies at an app level rather than device (useful for BYOD where device controls may be kept at a minimum)
- Users have personal device freedom as corporate apps can securely sit alongside personal ones on any device
- Tracking - it allows IT to track user access credentials, devices they are using as well as time and location data



## CITRIX CONTENT COLLABORATION

Citrix Content Collaboration offers companies a secure way to share and mobilise all business data with a single point of access for all data sources. It helps to improve workflows for collaboration and approvals by allowing users to easily and securely share files with anyone, with all files synced across any device they use.

Empower users with the ability to access data wherever they are and from any device without compromising on security. Additionally, you don't need to pay for any costly data migration with Content Collaboration as it comes with connectors to data in its original location.

### Key Features:

- Internal and External file sharing - securely share files outside the company (via secured hyperlinks) as you would to those within, and external users don't contribute to the license count
- Share large files - users can send files/folders up to 100GB. No more size limits or reliance on FTP sites, USBs or third party file sharing sites
- File check in/check out - users can check files out to lock them while they are editing them. Ideal for collaboration and version control
- Offline access - files can be saved locally for offline access
- Mobile and Web App editing - with Microsoft Office 365 you can edit documents while on the go/via web
- Security policies - Administrators can retain and extend capabilities of existing tools by enabling network sharing, while retaining existing permissions on source file
- Custom branding - can be fully branded in order to maintain a corporate feel when sharing outside and inside your organisation



## CITRIX VIRTUAL APPS AND DESKTOPS

Citrix Virtual Apps and Desktops allows IT managers to centralise and control applications and desktops (both on-site and cloud-based ones) within the Citrix Workspace App. It gives total control over how applications and desktops are accessed based on user profile, device, network or location. Regardless of what device a user has, the experience using desktops or applications is consistent.

By centralising, it means that updates to apps or desktops can be pushed out immediately and applied to all users, saving large amounts of IT resource time compared to the traditional method of updating each user individually. This creates improved security and a better user experience with no compatibility issues caused by users being on different versions.

It gives users all the benefits associated with a hosted desktop including:

- Access from any device with unified user experience regardless of device type
- Resume a desktop session exactly where it was left
- Fast performance with cloud based processing power instead of coming from the device itself. Means great performance on even the oldest or lowest spec devices.
- Fast roll-out of new desktops and updates across all users or departments rather than individual updating

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