

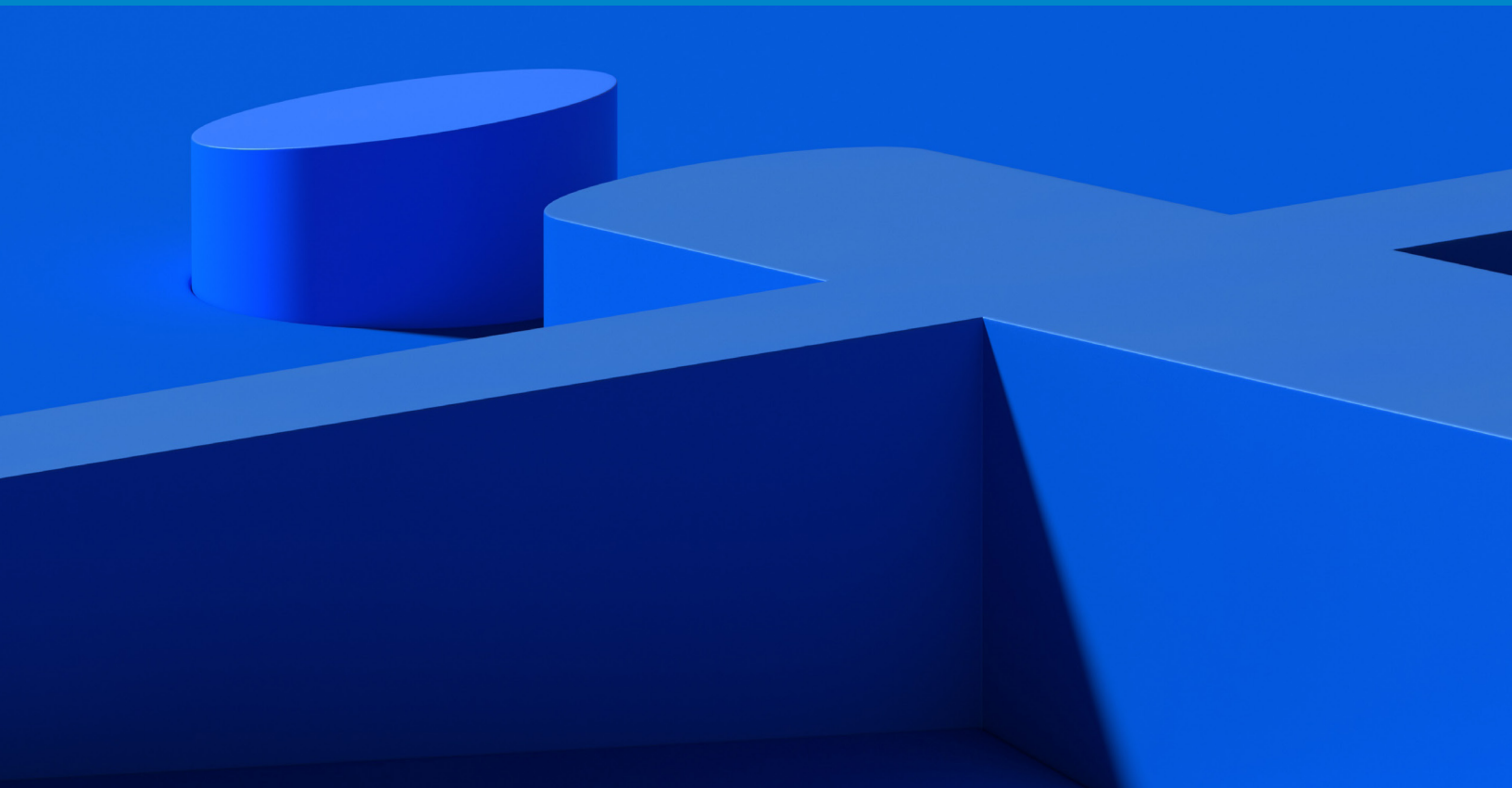
# The definitive guide to Citrix Workspace

Use this guide to understand why Citrix Workspace delivers the solution your organization needs to best meet your business and IT needs. You'll get a closer look at how our features enhance:

[User experience and productivity](#)

[Cloud transformation and management](#)

[Security and compliance](#)



## User experience and productivity

Key requirements	Citrix Workspace features
<b>Simplicity and consistency</b>	
<b>Sign in once for complete access to all apps and data</b>	<p>Single sign-on (SSO) enables secure access to all user apps, desktops, and files. Here's how:</p> <ul style="list-style-type: none"> <li>• It's supported across mobile, SaaS, and web apps leveraging Citrix Gateway service</li> <li>• Configuration is available via Azure AD for Microsoft Store for Business apps and Office 365 apps, as well as corporate data for Microsoft Intune managed apps</li> <li>• .EXE and .MSI files types can also be configured after install either through MDM App Configuration (ADMX) or via script</li> </ul>
<b>Deliver a unified interface for everything teams need to work together</b>	<p>Citrix Workspace app delivers:</p> <ul style="list-style-type: none"> <li>• The world's first unified digital workspace for business—a context-aware user front end that is accessible from all devices and aggregates user apps (e.g., SaaS, web, mobile), files, and multi-platform desktops integrated in a single screen</li> <li>• Increased user productivity through intelligent, automated workflows</li> <li>• Displays of users' recently accessed items, and their favorites, along with entire cataloguing across apps, desktops, and files</li> <li>• Out-of-the-box integration with SaaS vendors, such as Salesforce, SAP Ariba, G-Suite, Office 365, Oracle, Workday, 15Five, DocuSign, Marketo, ServiceNow, Slack, Adobe, Concur, Box, Dropbox, Tableau, and others</li> <li>• Access to a full range of apps, including local, virtual, SaaS, web, mobile, Office 365, Linux, custom, and line-of-business</li> </ul>
<b>Switch devices with seamless user access (e.g., moving from laptop to mobile phone)</b>	<ul style="list-style-type: none"> <li>• Citrix Virtual Apps and Desktops users can freely switch between devices as they work with an active session that switches across different devices</li> </ul>
<b>Ensure collaboration across all platform and file types regardless of where the file resides</b>	<p>User interface provides access to any type of file or storage location through Citrix Content Collaboration, including:</p> <ul style="list-style-type: none"> <li>• Microsoft OneDrive</li> <li>• OneDrive for Business</li> </ul> <p>(Citrix Files also has the ability to integrate with proxies specifically for storage zone controllers.)</p>



## User experience and productivity (continued)

Key requirements	Citrix Workspace features
Performance across constrained networks	
<p><b>Provide optimal access to available networks</b></p>	<p>Citrix SD-WAN simplifies complex routing by providing optimal network connectivity between branch offices and Citrix Workspace. It also:</p> <ul style="list-style-type: none"> <li>• Preserves the user experience over unreliable networks with Citrix HDX™, even for applications like Skype</li> <li>• Increases bandwidth by aggregating all available bandwidth into an active/active connection</li> <li>• Optimizes performance and tunes network policies with QoS</li> <li>• Ensures always-on connections for users with the highest quality experience—even for rich media and high-definition video</li> <li>• Detects and classifies its traffic and routes it to the nearest Office 365 front door for the most optimal user experience, if your workspace includes Office 365 and Citrix SD-WAN</li> </ul> <p>The combination of Citrix SD-WAN and Citrix Workspace provides:</p> <ul style="list-style-type: none"> <li>• A better user experience for SaaS apps with direct breakout</li> <li>• Improved resiliency and faster failover in case of link degradation or outage</li> <li>• The ability to monitor and prioritize Citrix HDX traffic and sessions</li> </ul>
<p><b>Deliver a great user experience even with poor network conditions</b></p>	<p>With the addition of Citrix Application Delivery Controller (Citrix ADC), performance is improved by:</p> <ul style="list-style-type: none"> <li>• Accelerating encryption and decryption of SSL traffic</li> <li>• Caching ADC content to be delivered directly from the ADC, rather than having to process and retrieve from back-end servers</li> <li>• Compressing of content to reduce the number of round trips to retrieve data</li> <li>• Implementing various TCP optimizations</li> </ul> <p>No matter how you deliver Citrix workloads to your users, Citrix ADC understands and supports it.</p>



## User experience and productivity (continued)

Key requirements	Citrix Workspace features
<b>Integration with Microsoft Office 365</b>	
<b>Works effortlessly with Microsoft EMS/Intune</b>	<p>Citrix Workspace offers a unique mVPN and bridgeless integration with Microsoft EMS components—Intune, Azure Active Directory, and Azure Rights Management—to deliver the best user experience with high security.</p> <ul style="list-style-type: none"> <li>• Exclusive to Citrix, the Citrix mVPN SDK is embedded in the Microsoft EMS SDK and the Intune Manager browser, enabling single sign-on and secure end-to-end network connections for the browser and any non-Office 365 apps.</li> <li>• The Microsoft EMS SDK is embedded in Citrix Secure Mail and Citrix Files, allowing these apps to reside in the Intune App Protection container and enabling seamless interaction with Office 365 apps.</li> </ul>
<b>Provide comprehensive access</b>	<p>Citrix apps interact with Office 365 apps to work the way users expect.</p> <ul style="list-style-type: none"> <li>• Mobile users can open Office 365 files attached to Citrix Secure Mail and seamlessly cut, copy, and paste into other mobile apps.</li> <li>• Citrix Files supports any kind of storage seamlessly with OneDrive for Business and SharePoint Online.</li> <li>• Citrix file sync and sharing technology integrates with Microsoft Teams, which may be delivered through the Citrix Workspace app and as a virtual app.</li> </ul>
<b>File sync and content collaboration</b>	
<b>Easily and securely share files and documents regardless of where the file is hosted</b>	<p>Citrix Files allows users to collaborate securely, simply, and more efficiently, regardless of location, device, or whether sharing documents with coworkers or external parties.</p>
<b>Create workflows to streamline collaboration, editing, and approvals with legally binding e-signatures</b>	<p>Power users can create custom workflows via a drag-and-drop wizard, with no development resources required to replicate paper forms. Citrix Files includes workflows for forms, plus feedback and approval.</p>



## Cloud transformation and management

Key requirements	Citrix Workspace features
<b>Unified management</b>	
<b>Single administrative console to manage all functions</b>	<p>Digital workspaces may be deployed on premises or on public, private, or hybrid clouds—all managed through a single pane of glass.</p> <p>This administrative GUI is contextual, and GUI functionality is based on RBAC (role-based access control) roles and is different for these roles/users. Four roles are available by default: Administrator (full access), device user (enrollment and self-help portal only), support (remote support access only), and device provisioning (bulk provisioning).</p>
<b>VDI platform support</b>	
<b>Deliver a solution beyond VDI</b>	<p>A virtual desktop infrastructure can be hosted on any hypervisor, physical platform, or cloud, including:</p> <ul style="list-style-type: none"> <li>• Amazon Web Services</li> <li>• Azure</li> <li>• Google Cloud Platform</li> <li>• Oracle</li> </ul> <p>This allows companies to choose the most cost-effective platform to reduce their operational costs.</p>
<b>Device support and application protection</b>	
<b>Offer a range of devices and containerization options</b>	<p>Citrix Workspace supports any device OS, offering a choice of containerization mobile application management (MAM) and mobile device management platforms to maximize flexibility for protecting applications.</p> <p><b>Supported device operating systems (OS) include:</b></p> <ul style="list-style-type: none"> <li>• iOS</li> <li>• Chrome OS</li> <li>• MacOS</li> <li>• tvOS</li> <li>• Windows 10 desktops and tablets</li> <li>• Windows Phone; Windows Mobile/CE</li> <li>• Raspberry Pi platform</li> <li>• Symbian devices</li> <li>• Samsung SAFE and KNOX</li> <li>• HTC</li> <li>• Sony</li> </ul> <p><b>MAM platform support includes:</b></p> <ul style="list-style-type: none"> <li>• Citrix MAM leveraging our MDX technology</li> <li>• Microsoft EMS/Intune</li> <li>• iOS Managed App Configurations</li> <li>• Android for Enterprise</li> <li>• Samsung KNOX</li> <li>• Windows Information Protection and the AppConfig Community</li> </ul>



## Cloud transformation and management (continued)

Key requirements	Citrix Workspace features
<b>User file access</b>	
<b>Allow users to store their files wherever needed</b>	<p>Citrix Content Collaboration allows users to:</p> <ul style="list-style-type: none"> <li>• Store and access their files stored behind the firewall or on public/private clouds such as Microsoft SharePoint or OneDrive</li> <li>• Share, edit, and sync files, whether sharing with coworkers or external parties</li> </ul>

## Security and compliance

Key requirements	Citrix Workspace features
<b>End-to-end security</b>	
<b>Secure the entire workspace</b>	<p>The Citrix secure digital perimeter framework enables comprehensive, integrated workspace security that helps ensure compliance across a wide range of industry, and national and local government mandates—including HIPAA, PCI, FIPS GDPR, SOX, and more.</p> <p>This framework also delivers network security and identity management/access control with single sign-on and multifactor authentication, protecting both endpoints and data in the datacenter.</p> <p>Key capabilities include:</p> <ul style="list-style-type: none"> <li>• End-to-end visibility and user behavior analytics</li> <li>• Secure browsing of all internet content</li> <li>• User behavior analytics to detect anomalies and enforce security policies</li> <li>• Cloud app control, providing security policies for SaaS</li> <li>• Web filtering, giving IT control over user access to internet content</li> </ul>
<b>Cloud application security</b>	
<b>Protect sensitive data during cloud interactions</b>	Security teams can block access to unsanctioned SaaS apps over the internet and protect sensitive data from actions such as copy/paste/print or download.
<b>Safeguard against malware, data loss, and user behavior</b>	A chromium-based, inbuilt-hardened browser protects against malware, while the web filter controls website access to allowed domains and URLs. The distributed program link (DPL) capabilities include dynamic watermarking with users' coordinates, such as IP address and username.



## Security and compliance (continued)

Key requirements	Citrix Workspace features
<b>User behavior analytics</b>	
<p><b>Identify and manage internal and external threats</b></p>	<p>Citrix Analytics uniquely aggregates and correlates user interaction with applications, devices, apps, networks, and files to proactively identify and manage internal and external threats.</p> <p>Citrix Analytics is capable of gathering information from the following sources:</p> <ul style="list-style-type: none"> <li>• Citrix Gateway, for user authentication and subsequent geo information, e.g., unusual login activity.</li> <li>• User file download/upload activity on sharefile.com, keeping DLP in mind so sensitive information does not leave the corporate environment. It is also capable of tracking file edits, and sharing and delete activity.</li> <li>• Citrix Endpoint Management, which helps enable device compliance and app posture (use of jailbroken, rooted or unmanaged devices, or blacklisted apps).</li> <li>• Citrix Virtual Apps and Desktops, capable of initiating security features such as session recording, logoff user session, and blocking specific apps by user.</li> <li>• Citrix Workspace app, providing client OS versions, mobile app launches, Windows app usage, and file download activity such as save-to-USB or print files.</li> </ul> <p>All of the features above related to user, device, and app usage are stored in a big data platform with triggers and actions that are available to administrators in case they need to adjust policy.</p> <p>Citrix Analytics is also capable of enabling MFA authentication on a per-user basis.</p>
<b>Cloud application security</b>	
<p><b>Adjust security levels so user productivity is not negatively impacted</b></p>	<p>Citrix Workspace supports a risk-based security model, using machine learning to dynamically balance a user's need for rapid access to data with IT's need to secure and govern the environment.</p>

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