



nGenX delivers anytime, anywhere application access for accounting firm

nGenX is a nationwide provider of outsourced IT services based in Overland Park, KS. With its Office Anywhere® solution, nGenX helps OSI Business Services increase employee productivity by leveraging Citrix® XenApp™ to deliver Microsoft® Office and line-of-business applications to employee desktops in a virtual environment. Applications and data are hosted in an SAS70, Type II certified datacenter to provide high-performance remote access, data backup, disaster recovery, and security.

OSI Business Services offers virtual accounting and bookkeeping services for businesses throughout the United States. OSI develops policies and procedures to streamline and structure the accounting process. This results in accurate, up-to-date financial information that allows clients to make quick, solid business decisions in this changing economy. OSI has 30+ home-based employees located across the country who require secure remote access to client applications and data with a continuous, high-performance experience on any device.

Scaling up for growth

OSI's unique business model simplifies accounting and bookkeeping for its clients and enables them to extend their business day by focusing on their core business. The dispersed nature of its workforce makes it essential to provide employees with consistent access to applications and client financial records while centralizing the storage of sensitive client data to ensure confidentiality and security.

With just four servers on site and plans to grow to 200 employees, OSI outgrew its IT infrastructure and began looking to implement a more sophisticated solution internally. Upon evaluating their options, it quickly became clear that an internal deployment, which required additional servers, an investment in facilities, and an IT contractor, would be costly, difficult to manage, and impossible to budget for future growth.

OSI evaluated ten service providers to implement a cloud computing solution and chose nGenX because of the available scalability and customized solution offering. "We chose the nGenX Office Anywhere® solution, delivered by Citrix, because it allows us to ramp up with both new employees and clients very quickly," said Dennis Najjar, co-founder. "We can bring on new clients and new staff in one day with just a few e-mails to customer support."



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Driving performance with zero downtime

In addition to providing employees access to company applications and client records, OSI also offers its clients access to QuickBooks® applications so they can view and update their records. To accommodate the requirements for both employees and clients, nGenX implemented their Office Anywhere solution to deliver Microsoft Office, Adobe® Acrobat® and a number of QuickBooks applications through XenApp. No applications are installed locally on user devices so employees are required to log into XenApp via Web Interface in order to access applications, ensuring that data is securely stored in the nGenX datacenter.

The ability to quickly implement new or additional applications to meet client needs is a big bonus, enabling OSI to effectively and efficiently start new clients. It takes just one call to make it happen. Additionally, it has the ease of quickly expanding the IT infrastructure to grow with its business, no matter how large, without any upgrade costs or scope creep.

Most importantly, the XenApp solution offered by nGenX ensures that employees remain productive with zero downtime. “Downtime is the death knell for a virtual business,” said Najjar. “Our employees and our clients cannot access the system to review or process work. We originally used a code to track downtime in our time-keeping software. That code has become irrelevant thanks to nGenX Office Anywhere and Citrix XenApp.”

Differentiating with XenApp

Not only does XenApp deliver results for OSI, it provides a competitive advantage for nGenX. Previously, application management was a very manual process that took a lot of time to set up. XenApp has simplified that process significantly so it can get customers up and running much faster. Additionally, it provides nGenX customers the ability to administer some of their simpler application management tasks on their own. Most importantly, with XenApp, nGenX delivers a simple remote access solution that is always available for their customers, ensuring a high level of customer satisfaction.

“I am so happy with our decision to host and deliver customer applications with Citrix XenApp,” said Robert Bye, vice president and general manager, nGenX Corporation. “The XenApp solution has significantly reduced the time to get customers up and running to help increase efficiency and drive additional revenue. The greatest benefit is that our customers are thrilled with a solution that provides nearly zero downtime and keeps their team productive. A happy customer is a long-term customer, which equates to a lower cost of service and a projectable, long-term revenue stream.”

About Citrix

Citrix Systems, Inc. (NASDAQ:CTXS) is a leading provider of virtual computing solutions that help companies deliver IT as an on-demand service. Founded in 1989, Citrix combines virtualization, networking, and cloud computing technologies into a full portfolio of products that enable virtual workstyles for users and virtual datacenters for IT. More than 230,000 organizations worldwide rely on Citrix to help them build simpler and more cost-effective IT environments. Citrix partners with over 10,000 companies in more than 100 countries. Annual revenue in 2009 was \$1.61 billion.

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