



Flexible and Scalable Citrix Environment



KPN



Employee +13,000



Netherlands



Telecommunications

About KPN

KPN is the leading supplier of telecommunications and IT services in the Netherlands, serving customers with wireline and mobile telephony, Internet and television. For business customers, KPN provides full Telecom and IT solutions. KPN Corporate Market (formerly Getronics) offers global ICT services and is a leader in the Benelux in the field of infrastructure and network-related IT solutions. KPN worldwide employs over 31,000 FTE and is headquartered in The Hague.

The Challenge

About four years ago, KPN had outsourced the entire IT. When the organization decided to insource IT again to get more control, the internal IT department ITNL originated. ITNL has over 1,000 employees that include part-time staff. The department of Infrastructure & Operations (I & O) of approximately 60 employees, is responsible for innovation and management of the internal datacenter Infrastructure

ITNL primarily deals with the management, development, and orchestration of/ on the KPN application landscape. Operational activities are outsourced because ITNL is a demand-supply organization and works with external providers of IT services. Depending on the type of data center, between 50% and 90% of the data center is managed offshore; the same is true for the application landscape at KPN. For enabling access to the servers that run the applications they manage, administrators, and - to a lesser extent - developers have been using a Citrix environment.

“Our Citrix environment is used as a stepping stone and provides a secure, and controlled remote access to about 4,000-5,000 end-users. This includes application administrators and developers anywhere in the world, but particularly in low-wage countries with high-quality technical personnel such as India,” says Fritjof Berenbak, Operations Manager at the Department I&O at KPN ITNL. “KPN ITNL entered a phase in which the Citrix infrastructure required an upgrade to the latest versions. We wanted to outsource the entire renovation project and simultaneously increase the quality of the Citrix test and acceptance environments.”

Fritjof Berenbak

OPERATIONS MANAGER, DEPARTMENT I&O

The Solution

KPN asked Login Consultants (a partner of Login VS in the Netherlands) to create the design and architecture for the new Citrix farm that should be able to serve 4,000-5,000 users. Then the Citrix infrastructure running on 200 Windows servers was upgraded to the latest version of Citrix XenApp and virtualized on VMware vSphere. To manage these numerous virtualized servers in this second generation Citrix environment, KPN uses Login AM. “This framework provides both cost reduction and quality improvement of the Citrix infrastructure because it is much easier to keep our test and acceptance environment identical to the production environment, simplifying the total DTAP process. New applications tested well and yet released quickly,” says Berenbak.

The Results

Login AM makes the extensive Citrix infrastructure highly scalable and adding servers very simple. “We will replace Windows XP by the 64-bit version of Windows 7 on 25,000 workstations. Because not all applications are suited for this new operating system, separate application silos are built equipped with earlier versions of Windows and Citrix, thus creating an environment to run these legacy applications.”

“Citrix is like a safety net and provides all these applications completely seamless to the Windows 7 desktop,” Berenbak adds. “The number of users on the Citrix farms will probably increase to 10,000 between now and six months. Login AM can be used to add 50 Citrix virtual machines automatically with just one command. Upscaling our environment from external users only, to an environment where also internal staff uses published applications on Windows 7 workstations is easy with Login AM.”



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About Login VSI

Login VSI automatically tests and validates the impact of change to physical, virtual and cloud-based workspaces, to maximize the true end-user experience.