

# CA Client Automation: Citrix XenDesktop Management

## At a Glance

The introduction of virtual desktops into the client environment is creating new management challenges for an already over-burdened IT department. In addition to managing the physical environment, they must now be able to inventory, manage and maintain this new virtual desktop infrastructure.

CA Client Automation provides advanced virtual desktop management capabilities for Citrix XenDesktop environments. The solution manages software deployment and entitlement as well as complete virtual hardware and software inventory, helping to reduce management complexity and improve the quality of its end-user computing services.

### Key Benefits/Results

- Consistently manage software entitlements across physical and virtual desktop environments.
- Dynamically manage virtual software deployment and entitlements in MCS and vDisk based environments.
- Optimize virtual image creation and maintenance based on storage and network constraints.
- Maintain security by intelligently patching Golden Images or individual virtual desktops.

### Key Features

- Retain version history and manage differences between virtual desktop images.
- Support MCS and Provisioning Services (PVS).
- Monitor for activities in the VDI environment and take policy-based actions regarding software deployment.
- Collect and maintain accurate hardware and software inventory.
- Intelligently patch Golden Images or individual virtual desktops.

## Business Challenges

As traditional desktop infrastructures evolve to incorporate new paradigms such as desktop and application virtualization, the complexity of the IT environment continues to grow. This in turn creates new management challenges for IT, as they must continue to discover, enable, monitor, maintain, and administer this new mix of physical and virtual technologies and the daily operational tasks that are required by both.

## Solution Overview

CA Client Automation is a comprehensive solution designed to maximize the efficiency and responsiveness of all client management tasks across physical and virtual environments. The solution supports Citrix XenDesktop and provides capabilities that help to reduce the complexity of managing software deployment, entitlement and inventory for these virtual desktop environments.

Within CA Client Automation, the golden template is a managed entity similar to any other computer. Software can be added or removed from it and the history of changes updated to the golden template is tracked over a period of time. The Citrix Provisioning Services vDisk (an image file with OS and required set of applications) is also treated as a golden template and can be managed by CA Client Automation. The solution monitors for specific activities that occur within the VDI environment, such as a re-set or update of the Golden Image—and if necessary, will redeploy or re-activate software based on defined policies. This solution allows IT administrators' flexibility in Golden image creation and maintenance that can then be optimized based on storage or network constraints.

## Critical Differentiators

### Consistent management paradigm across virtual and physical infrastructures.

CA Client Automation enables IT organizations to standardize and maintain policies, procedures and processes across physical and virtual desktop environments, allowing IT administrators to assign software irrespectively of whether users are on physical or virtual desktops.

### Minimize number of Golden Images while allowing flexibility.

Through sophisticated software management techniques, CA Client Automation enables IT administrators to reduce the number of Golden Images that have to be maintained by allowing software to be enabled or deployed dynamically.

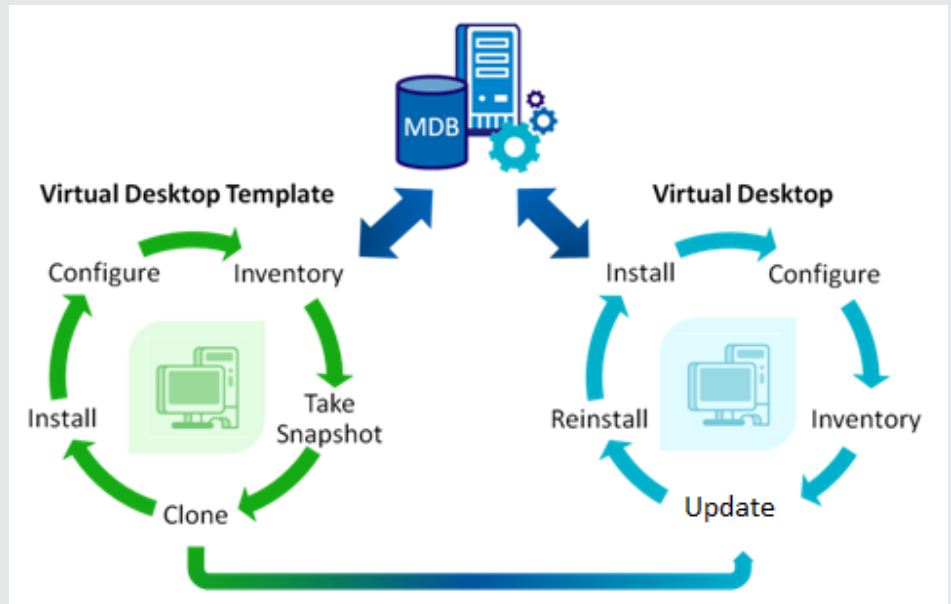
### Use standard software installation methods or virtualized applications.

CA Client Automation allows IT administrators to use standard software packaging methodologies or virtualized applications for worry-free deployments.

### Designed for large and complex environments.

CA Client Automation assists organizations to manage highly complex virtual desktop environments, helping to improve the quality of its end-user computing services—while reducing operational costs, mitigating risk, and increasing end-user productivity throughout the enterprise.

Collect and maintain accurate virtual hardware and software inventory in Citrix XenDesktop environments



## Related Products/Solutions

**CA Virtual Desktop Automation** for standardized virtual desktop deployment via user self-service with built-in approval workflows and charge-back.

**CA Automation Suite for Clouds** for accelerating time to market and getting applications into production quickly through a customizable cloud computing solution.

## Supportive Environments

- Citrix XenDesktop 4.X
- Citrix XenDesktop 5.X
- Citrix XenDesktop 5.6 (Does not support pooled or streamed virtual desktops with Personal vDisk)

For more information, please visit [ca.com/client-management](http://ca.com/client-management)

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