

Saudi Telecom

Citrix Web Interface Professional
Customization Services by Extentrix



Case study

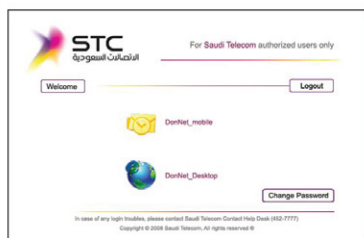


Saudi Telecom Increases Productivity by Modernizing the Citrix Web Interface Enterprise Portal

Saudi Telecom is a leading telecommunications company operating out of Saudi Arabia. They are the foremost provider of fixed line, mobile, and internet services in Saudi Arabia. With over 19 million mobile subscribers, Saudi Telecom has recently widened its footprint to countries like Kuwait, India, Indonesia, Malaysia, Turkey, and South Africa.



Saudi Telecom's existing Citrix Web Interface portal had a complex user interface which was inefficient and complicated to use for its users across different departments. Extentrix partnered with Saudi Telecom to help them modernize their existing Citrix web portal interface by simplifying and standardizing its user interface across the entire enterprise. Extentrix's Citrix Web Interface Professional Customization Services enabled Saudi Telecom to increase their operational productivity by developing and integrating better usability features into their existing portal.



The Challenge: Delivering a specialized portal User Interface for higher interactivity and productivity

Saudi Telecom used a suite of Citrix products (Access Gateway Enterprise Edition and Citrix Web Interface portal) which provided many of the desired features. However,

the implemented portal's user interface was complex and not uniform across the entire company, making the portal's user interface unnecessarily complex and laden with support issues. Additionally users across different departments had different browsers employed with different security settings; thus making the installation of patches and new components a challenging and time consuming exercise.

It was critical that the portal interacts with different user groups in an individual fashion, but still retains the brand and common messaging. Understanding the needs and usage patterns of different users and facilitating development of customized user interfaces was also a challenging task. Saudi Telecom wanted to display only two applications on the portal, and they wanted the portal customized to standardize and simplify the user interface. Saudi Telecom and Extentrix worked together to review and address the requirements with a customized portal that would increase security, productivity, user satisfaction, and also retain corporate identity and branding.

Implementing Professional Web Interface Customization

The existing portal did not support the seamless installation of Citrix ICA client on the user machines from the server. Extentrix team leveraged its design and software engineering expertise to develop a new simple mechanism that allowed the administrator to easily deploy Citrix ICA client on multiple user machines regardless of the browser settings.

Saudi Telecom wanted to simplify the user experience. Extentrix redesigned the portal user interface so that users were presented with only the applications they required. The total number of hosted applications, icons, images, and other graphical elements on the portal were reduced, increasing the speed and simplicity of the portal. Different groups of users were only given access to specific features and functionality required to conduct their work. Software redundancies, support issues, and maintenance complexity were reduced while security, usability, and overall efficiency were increased.

Key benefits

- Improves corporate identity
- Offers easy access to the required features
- Enhances portal usability
- Increases productivity of each user
- Reduces support calls

ABOUT EXTENTRIX

Extentrix Systems is a leading software development firm specializing in virtualization technology by developing complementary software solutions for Microsoft, VMWare, and Citrix customers. Founded by former Citrix engineers, the company develops and markets customized solutions that simplify and accelerate access for Windows Terminal Services and Citrix platforms.

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