



CASE STUDY

Citrix Access Information for **FOOD INDUSTRY**

Sweets Manufacturer Makes Sweet Cost Savings with Citrix MetaFrame

Cloetta Fazer is the Nordic region's leading confectionery company producing and selling app. 69,000 tonnes of chocolate and sugar confectionery per year. The key markets are Sweden, Finland, Poland, Norway, Denmark, the Baltic States and Russia. The Polish subsidiary was formed in Gdansk, Poland, in 1993; in Poland, Cloetta Fazer has a market share of 10%.

CHALLENGE: CUTTING COSTS WHILE PROVIDING UNIVERSAL ACCESS TO APPLICATIONS

As a growing organization in a competitive industry, Cloetta Fazer faced several business challenges. They were looking for a scalable IT-solution to be able to keep up with their expanding system and to allow easy exchange of information with the nationally and internationally growing network.

Limited IT resources demanded to establish a low maintenance environment with standardized access to applications. It was essential to ensure fast and reliable delivery of mission-critical applications to employees working in remote locations on dial-up connections with very small bandwidths. The applications and data currently being used in the headquarters should become accessible from workplaces outside the LAN.

To further save expenses the IT management wished for rapid application deployment and centralized administration; it aimed to take some of the workload off the IT staff who spent a lot of time calling on remote offices, travelling there and installing software on user workstations.

Cloetta Fazer sought a streamlined, centralized solution to make sure that travel expenses were minimized while information accessed from anywhere was accurate and up-to-date.

IMPLEMENTING A CITRIX SOLUTION FOR APPLICATION DEPLOYMENT

Cloetta Fazer Polska Sp. z. o. o. reviewed available technologies with PRETOR Sp. z. o. o., a Silver-level Citrix Solution Advisor, and decided to implement Citrix® MetaFrame® XP Presentation Server Feature Release 3 Advanced Edition.

With its access infrastructure solution, Cloetta Fazer managed to provide almost 100 users with real-time access to centralized information and

"We reduced IT costs by 25% thanks to the easy maintenance and administration enabled by the Citrix Solution. Our employees are very pleased with the fast performance of all applications even on legacy equipment."

BOGUSLAW BARYLA
IT Manager, Cloetta Fazer

Key Benefits

- IT-personnel costs reduced by 25%
- Workflow significantly improved through reliable centralized infrastructure
- Cost savings of more than 30% on leased line
- Cut hardware costs by leveraging existing PCs

Applications Deployed

- Microsoft® Office
- Lotus Notes
- Teta_Personel
- QAD™ ERP product MFG/PRO®

applications, both in the headquarters and two remote locations. Most remote users connect to the head office's LAN via VPN (Virtual Private Network). There are also some users who have access via Modem (dial-up), WAN and GSM.

Applications delivered by Citrix Meta Frame XP Presentation Server include Microsoft Office, Lotus Notes and other standard business administration software. Even mission-critical data can now be exchanged between branches since critical data is stored securely in the data center. A wide range of staff in several departments such as sales, human resource management, warehousing, and finance benefits from the expanded access. Client devices in use are mostly PC's with Pentium I processors.

BUSINESS PRODUCTIVITY AND SECURITY UP, COSTS DOWN

Since the deployment of Citrix MetaFrame XP Presentation Server, applications can be deployed within hours instead of weeks. Network maintenance has become very easy and the number of personnel did not have to be increased as planned, which saved 25% of the IT budget. The dispatch of IT staff to remote locations is now unnecessary thanks to the centralized application deployment. While previously the two remote locations had to be provisioned individually they can now instantly access all applications as soon as they are installed on the central server.

Thanks to Citrix MetaFrame technology, important information can now be accessed from anywhere at any time. Ubiquitous access to all applications makes file swapping a lot easier. Employees spend less time struggling with inconsistent software versions.

"There were several versions of Microsoft Office in use across the company. Often users were unable to open documents e-mailed to them. The time-consuming battle with these different versions has now come to an end. MetaFrame Presentation Server meant we

could finally centralize all essential information. Even over dial-up connections it is conveniently accessible. Further, we can easily use our existing hardware to access the latest versions of applications: Thanks to the Citrix ICA technology everything runs smoothly and reliably even on our ageing fleet of PC's. This is what made people trust in the new system and proved to everyone how well MetaFrame worked in our environment." says Boguslaw Baryla, Cloetta Fazer's IT-Manager.

With MetaFrame Presentation Server the IT-department is now able to deliver fast access to corporate data, increasing user productivity and business efficiency. The amount of data transmitted could be reduced by 35%. With only minimal data being sent across the network, especially resource-hungry applications benefit from the fast performance on the server. This also led to a reduction of almost a third of previous leased line costs.

Regardless of the data replication efficiency of programs such as Lotus Notes, Boguslaw Baryla wanted to keep data where it belongs – on the central server. With a MetaFrame Presentation Server running the organization's entire Lotus Notes environment, replication has been replaced with centralization. As a result, when users access their Notes application, they know it is up-to-date and accurate. An important side benefit is that where extensive database replication previously consumed precious network bandwidth, this has been totally negated.

FUTURE PLANS

In the future Boguslaw Baryla would like to offer employees the option of accessing applications over any standard web browser, independent of their current location and is exploring the use of the Web Interface component of MetaFrame Presentation Server to allow access to applications from remote branches over the internet as well as the intranet. He is also looking at expanding the current implementation further by adding more servers.

Networking Environment

- Citrix® MetaFrame® XP Presentation Server Feature Release 3 Advanced Edition running on a Phobos Pro Dual Xeon server
- Microsoft® Windows® 2000 Advanced Server
- Microsoft® Windows® NT 4.0 Server
- Unix® servers (IBM AIX)
- LAN (10/100Mbps)
- WAN (256kbps)
- Desktops: 70 Compaq Deskpro PC's

About the Citrix MetaFrame Access Suite: Extending the world's most widely deployed presentation server, the Citrix® MetaFrame® Access Suite is access infrastructure for the on-demand enterprise. The suite centralizes access to applications and information and enables IT staffs to deliver, manage, monitor and measure enterprise resources on demand. Citrix customers are able to run IT as a corporate computing utility, provisioning software as a service. This simplifies the complexity and reduces the costs of deploying and administering hundreds of heterogeneous applications and delivering them to workers on demand anywhere, anytime, to any device, over any connection.