

NetPlans[®]
SYSTEMHAUSGRUPPE

NetPlans onboards hosted workspace customers within 30 minutes, using Citrix CloudPortal Services Manager



**NetPlans
and Citrix**

“For many of our customers this is the first experiment in the standardisation and operation of their systems. It is a new way of working for them. Citrix CloudPortal Service Manager is a vital component in making sure hosted workspace services happen smoothly.”

Sascha Collin | CEO | [NetPlans](#)

Introduction

NetPlans is a German IT services provider. Its target market is the Mittelstand, Germany's huge, and hugely influential, Small and Medium Enterprise (SME) sector. Netplans' customers work across the German economy, from healthcare to energy, manufacturing to transport.

The business was formed in 1998, employs 120 and continues to grow and develop. Netplans' background is in creating on-premises IT solutions for customers. In recent years it has created a range of cloud services.

“Our customers will have heard about cloud hosting from large vendors, such as Microsoft and believe it is an ideal way to obtain technical expertise, security and reliability without major infrastructure investment,” says CEO, Sascha Collin.

The challenge for NetPlans is to make cloud relevant and practical for each customer. It needs to take the time to listen and act, but also create an infrastructure that allows the business to operate efficiently.

Challenges

Efficiently administering a huge number of active customers

NetPlans, a Citrix Service Provider (CSP), needed a platform to simplify the delivery and administration of its hosted workspace-related activity. “The nature of our business is changing,” says Collin. “In the past we'd install a new server on a customer's premises, then see them three years later when they needed an upgrade. With hosted workspace, it is now a monthly, weekly, daily engagement.”

This shift is compounded when dealing with the SME sector: a huge number of smaller customers, all needing a personal touch, many of them investing in cloud services for the first time. The NetPlans hosted workspace experience needs to be easy to manage; for NetPlans customers it needs to be quick and reliable.

NetPlans has been a Citrix partner for more than 10 years. Daniel Schweikle, technical manager for NP Cloud, says it was natural to speak to Citrix on hosted workspace solutions, but other vendors were considered: “We looked at other solutions, but Citrix CloudPortal Services Manager was the best software for our company.”

Solution

A single platform on which to manage and grow

NetPlans uses Citrix CloudPortal Services Manager (CPSM) to simplify the provisioning and hosting of hosted workspaces. The single platform allows NetPlans to view and administer all hosted workspace services with every one of its cloud customer. CPSM ensures scalability and reliability as NetPlans' customer base grows.

“Our more advanced customers can manage their own mailboxes and user passwords. They want a portal that allows them the day to day management of their own applications. We can provide this streamlined workflow with Citrix CloudPortal Service Manager.”

Daniel Schweikle | Technical Manager | NP Cloud

CPSM also makes it easier to support the multi-tenant environment with multiple customers as NetPlans does not have to give its support people full access to the multi-tenant active directory. Instead they have role based access through CPSM and can do general support tasks.

So it is more secure from human error as CPSM is fronting the environment and support only uses CPSM. Security is a major concern in Germany, says Schweikle, particularly with SMEs experiencing hosted workspace services for the first time:

“CPSM gives us controlled access, and that provides assurance to our customers.”

Benefits

Faster to onboard new customers

NetPlans is now able to create an entire hosted workspace environment for a customer in “one or two clicks,” says Schweikle. “Everything is managed by CPSM. Within five minutes the customer will have access to, say, an exchange mail box over the web or iPhone. We can standardise the onboarding of customers, with all the speed and efficiency this brings.”

This is transformative for Netplans, and customers’ expectations of hosted workspace. Traditional on-premise services, which used to take as much 10 days to deploy, can now be operational within half an hour.

These time savings enable NetPlans to focus on customisation, making sure the hosted workspace services fit the customer need. “Even with customisation the basic infrastructure can be up and running within half an hour,” he adds.

Creating a model of business efficiency

In simple terms, says Schweikle, there are only two types of hosted workspace customers: those that know the technology and those that don’t. CPSM not only allows NetPlans to efficiently onboard and manage the latter, but it also enables the former to self-serve with role-based control.

“Our more advanced customers can manage their own mailboxes and user passwords,” he says. “They want a portal that allows them the day to day management of their own applications. We can provide this streamlined workflow with CPSM.”

Delivering on the promise of hosted workspace

“For many of our customers this is the first experiment in the standardisation and operation of their systems,” says Collin.

“It is a new way of working for them. CPSM is a vital component in making sure hosted workspace services happen smoothly.” According to Collin, most customers will use hosted workspace for hosting and backup, but these should be viewed as gateway services. As hosted workspace services providers demonstrate the necessary competence, efficiency and security, the market will grow.

Schweikle says customers are already responding positively: “The CEO of one healthcare customer told me the investment in hosted workspace was the best decision he’s made this year. His business is more flexible, better able to compete globally. He pays us one fee each month and everything is taken care of – the upgrades, the maintenance. This kind of positivity will grow our hosted workspace business.”

The solution

- **Industry:** Technology Solutions and Consultants
- **Citrix Products:** CloudPortal Services Manager, XenDesktop Premium, Netscaler, XenMobile, Sharefile



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