

Citrix and Microsoft 365:

Maximize your investment in Microsoft Office 365 with Citrix Workspace

Accelerate migration, simplify maintenance,
and improve user productivity and security



Microsoft Office 365 has much to offer for organizations of all sizes. For IT, the cloud-based solution can increase flexibility, reduce capital costs, and simplify administration. Users gain anywhere, anytime access to the Office applications they depend on, with enhanced collaboration and document sync across platforms. Citrix Workspace complements Office 365 by solving the challenges that can come with its adoption and management to help you get the most from your move to the cloud-based Microsoft productivity suite.

Adopting Office 365 cloud services raises a number of questions:

- How will you handle authorization and access while ensuring data security?
- What happens if a branch loses connectivity to the cloud?
- Can you deliver the same high-quality experience on any device people use — mobile or desktop — including for demanding apps such as Skype for Business?
- Do you have a simple way to handle the solution's more frequent updates?

To see the full benefits of Office 365, you'll need to address these challenges simply and comprehensively. Together, Citrix and Microsoft can help you deliver a superior Office 365 employee experience across any device, any platform, and any use case with increased security and manageability.

3 Ways Citrix Workspace adds value to Office 365

Migration to Office 365 is often one of the first steps in a digital transformation strategy. Citrix Workspace can help you simplify this initiative with an integrated approach to cloud, mobility, and application delivery requirements, and by addressing common challenges to ensure a smoother transition.

1. Increase IT efficiency and reduce complexity

User authorization and access

While web apps simplify many aspects of workflow and collaboration for users, the need for multiple logons across applications poses new barriers to productivity. One of the first things to consider in your move to cloud-based Office 365 is how to eliminate this friction through single sign-on (SSO). The Citrix Workspace app gives users instant access through a single interface to all of their apps of any type, with a built-in browser interface to launch web-based apps such as the web versions of Office 365 apps. On the back end, IT can centralize access and control for SaaS and web apps to protect data however and wherever people work. Citrix Access Control complements contextual policy enforcement with security settings such as cut, copy, paste, printing restrictions, and watermarking to prevent screenshots.

For virtual delivery of Office 365 apps, Citrix Workspace secure and remote access capabilities let you allow single sign-on for both corporate and third-party users without the need to migrate your user directory to the cloud or install additional components in your DMZ. The integrated Citrix solution serves as an ADFS or SAML proxy and application delivery controller, giving you one place to maintain user permissions for all kinds of apps (web, SaaS, mobile, and virtual) and all kinds of users (employees, temporary workers, partners, or even customers). Citrix Workspace supports any authentication mechanism as well as multiple authentication protocols including RADIUS, Kerberos, Microsoft NTLM, and Certificate Services.

Hybrid environments

Some organizations have needs that can't be addressed entirely with Office 365 cloud services. For example, some customers choose to run Exchange, Lync, and SharePoint servers in the cloud, but prefer to install Word and Excel locally. Some maintain separate Office environments to deliver native, mobile, web, and

virtual versions of the apps. When it's time to update the software or change user permissions, these hybrid environments increase cost and complexity due to the different management tools used to support each deployment. For users, it also means an inconsistent experience across devices.

Citrix Workspace is designed for hybrid architectures, bringing together the management of on-premises, cloud, web, SaaS, and mobile apps into a single administrative experience. A unified control plane lets IT manage and secure every element of Office 365, as well as workspace elements such as virtual apps and desktops, from a single place. This greatly improves visibility and simplifies troubleshooting, helping IT get more done, more easily.

Application lifecycle management

While the web version of Office 365 is a great option for most users, some may remain on the native version. In this case, your migration will need to include discovering and resolving any conflicts resulting from dependencies on older versions of Office. With at least two major updates per year, and Microsoft supporting only the last two releases, you'll have to move quickly to avoid falling out of support.

Citrix Workspace greatly reduces the time, labor, cost, and risk of application compatibility checks by automatically flagging and fixing any issues that arise. With Citrix Workspace app virtualization technology, updates and patch management are performed only once, on the centrally stored base image. Citrix Workspace mobility services provide similar simplicity and efficiency for Office 365 applications delivered to mobile devices. Users always receive the latest software versions, strengthening security by eliminating the risk of outdated applications running locally on thousands of endpoints all over the world.

2. Reduce risk with contextual, people-centric security

Mobile and endpoint security

Office 365 gives users the flexibility to be productive using any device — including their own BYO devices. To allow this freedom without increasing risk, IT needs a way to protect Office 365 data on any device entering the organization, whether mobile or desktop, managed or unmanaged.

Whether people use native, mobile, virtual, or web-based versions of Office 365 apps, distribution through the Citrix Workspace app store makes it possible to publish and revoke privileges based on device posture and compliance.

Automated endpoint compliance checks can range from simple checks such as IP-based filtering to more advanced, admin-defined checks such as confirming that the device is running latest antivirus program or has the right certificates installed, allowing access only if connected to an authorized secure WLAN, and so on. For the highest level of protection, devices are checked both before and after authentication to ensure compliance.

Mobile application management (MAM)

Flexible options for mobile application management (MAM) let you choose the right strategy for your security and privacy requirements. MAM policies and controls can be implemented in tandem with mobile device management (MDM), or in an MAM-only approach that eliminates the need for device enrollment and management — an especially useful capability in BYOD scenarios. This also makes it possible for IT to apply MDM-like policies at the app level rather than the device level. For example, admins can lock, wipe, and selectively wipe individual managed apps as needed rather than being limited to device-wide actions. Device data is protected with built-in AES 256-bit encryption across all mobile platforms.

Citrix Workspace uses micro VPN to create a secure path from the app to the data resource. Each app establishes its own micro VPN tunnel, protecting data as well as protecting the enterprise network from any other applications on the device. When the app closes, the VPN is removed. IT can even configure apps to use different gateways for different levels of authentication and authorization. Data optimization and compression techniques ensure that only minimal data is transmitted in the quickest time possible, enhancing both data security and the user experience.

For additional security controls, Citrix Workspace can be integrated with your existing Microsoft Intune and EMS management services. For example, users can be restricted from using specific mobile apps based on their location. Administrators can apply both Citrix security and Intune policies through a single console.

Application and data security

The convenience of using Office 365 cloud apps on a variety of devices can bring the unintended consequence of putting enterprise data at risk. Citrix Workspace protects data in a variety of ways to accommodate both the user's workstyle and an organization's security requirements.

Citrix Workspace allows full visibility and control over business files shared with employees, customers, and partners for collaboration. If you want to ensure that data never leaves the security perimeter, you can use an easy and intuitive container to retain it within your data center while still allowing users to edit and share it from any device and any location. If users need access to their data locally on their mobile device, Citrix Workspace can encrypt data at rest in a secure



container on the device. Innovative micro-VPN and per-app VPN capabilities protect data in transit between the cloud and user device. Other advanced data security features include device lock and security, access control, secure collaboration, remote wipe, and data expiration policies for complete control over Office 365 enterprise data wherever it's located.

Seamless integration with enterprise directory services simplifies authentication, user provisioning, and authorization. Integration with Microsoft OneDrive enables enterprise-grade IT oversight for Office 365 apps, all from a unified, consumer-easy user interface. Complete reporting and auditing features let you track and log user activity in real time and create custom reports to aid compliance.

It takes more than passwords to protect your organization against application-based threats — especially with today's users working from nearly any location and any device, often over untrusted or public networks, or on untrusted and unsecure devices. Citrix Workspace provides contextual security for Office 365 apps based on the current device, user, location, and network. The solution enables multi-factor authentication for Office 365 apps, and can prompt for additional authentication factors based on threat analysis. Unusual application behavior is flagged through contextual data analysis throughout your environment, including hypervisor, network, endpoints, and servers.

3. Boost user productivity

User experience and productivity

Users expect a simple, consistent experience wherever and however they work, including the ability to access and share data on any device. Citrix Workspace provides a single, consumer-easy front end to access all kinds of apps, including Office 365, web, SaaS, virtualized, and mobile. The same experience adapts to any device, whether on desktop, tablet, smartphone, or even “things.”

With Citrix Workspace, all of a user's files and documents are readily available on any device, with a single view across every data source — even within virtualized environments. In fact, many customers have started using the OneDrive for Business storage entitlements included in their Office 365 subscription only after discovering that it integrates with Citrix Workspace. For even greater flexibility and choice, the enterprise file sync and sharing technology in Citrix Workspace is now integrated with Office 365 Teams, the new chat-based workspace in Office 365. As a result, in addition to the OneDrive and SharePoint storage included in Teams, which gives every channel a SharePoint folder, users can now share and collaborate on files with Citrix Workspace.

Mobile and desktop users can easily collaborate on large files without the need for FTP or VPN. Advanced digital rights management, e-signature, and real-time workflows allow people to be productive with just a single URL in minutes, eliminating the need for costly alternatives.

Hosted email

While Microsoft offers Exchange Online hosted email as part of Office 365, some organizations decide that the on-premises version of Exchange can better meet their needs. In this hybrid scenario, Outlook Mobile, the version of the app for iOS and Android, can't use the ActiveSync data synchronization app, and can't be managed using Microsoft Intune and the Microsoft Enterprise Mobility Suite (EMS). In this instance, customers can use Citrix Secure Mail, which gives users a rich, customizable experience for email, contacts, and calendaring while providing granular security controls for IT.

Within Citrix Workspace, a Microsoft Outlook plug-in allows users to insert links to files, upload and send new files, and request files directly from Microsoft Outlook email messages. IT can choose to have all attachments, or just attachments over a certain size, converted to Citrix Workspace links to avoid email bounce-back or annoying file-size restrictions. Encrypted files are transferred over a secure TLS connection and are stored at rest with AES 256-bit encryption.

Unified communications

Skype for Business is included as a cloud service with Office 365. Citrix Workspace provides a real-time audio-video experience with Skype for Business on Windows, macOS, and Linux. Co-developed by Citrix and Microsoft, the Skype optimization pack provides a great experience in virtual environments and supports most native Skype features and purpose-built Skype accessories. Delivering Skype centrally, instead of installing it on each endpoint, increases the security of business communication because there are no logs left behind and the user is always running the latest version of the software. Citrix Workspace also allows mobile users to single-click to launch Skype for Business from their Workspace secure calendar.

Network reliability and performance

With business-critical Office 365 apps delivered online, it's essential to manage network reliability and performance — especially in remote office and branch office scenarios. This can be especially challenging given that latencies on the Internet, even within the same region, can vary day-to-day and location-to-location.

Citrix Workspace ensures network resiliency and always-on connectivity using SD-WAN technology. The solution aggregates multiple Internet links, then measures latency, jitter, and loss to create a map of the network underlay. This map is then used to direct each application to the best path to ensure a high-quality user experience, even for challenging applications like Skype for Business that demand real-time call quality.

Powered by a rich portfolio of Citrix technologies

Citrix Workspace incorporates industry-leading Citrix technologies that already drive value for more than 400,000 organizations worldwide, including 99 percent of the Fortune 100 and 98 percent of the Fortune 500.

Citrix Virtual Apps and Desktops enable secure remote access to Windows applications and desktops as well as Linux, web, and SaaS applications from any device, over any network.

Citrix Endpoint Management provides unified endpoint management (UEM), mobile device management (MDM), mobile application management (MAM), mobile content management (MCM), secure network gateway, and enterprise-grade mobile productivity apps in one comprehensive solution.

Citrix Content Collaboration delivers enterprise-class data services across all corporate and personal mobile devices while maintaining total IT control. Users can access, sync, and securely share files from any device. Offline access keeps productivity up even when users are on the go.

Citrix SD-WAN combines real-time path selection, edge routing, stateful firewall, end-to-end QoS, and WAN optimization.

Citrix Access Control enables single sign-on with multi-factor authentication across all apps wherever they reside, as well as granular security controls for SaaS and web applications.

Conclusion

Citrix Workspace helps organizations make the most of their move to Office 365 by simplifying migration and ongoing application lifecycle management. The solution solves key security challenges related to cloud-based delivery, streamlining administration and ensuring a simple, highly productive experience for users. Increased IT efficiency helps you control costs. Microsoft Office 365 plays an important role in every organization's digital transformation agenda, and Citrix helps you maximize that investment.

To learn more about how Citrix Workspace can accelerate your Office 365 adoption, please visit now.citrix.com/o365



Enterprise Sales

North America | 800-424-8749

Worldwide | +1 408-790-8000

Locations

Corporate Headquarters | 851 Cypress Creek Road, Fort Lauderdale, FL 33309, United States

Silicon Valley | 4988 Great America Parkway, Santa Clara, CA 95054, United States

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