

Citrix Priority supports and strengthens NAB's migration to updated environment

National Australia Bank trusts its Citrix CSS Priority team to keep them current, accessible, and cost-efficient from start to finish—and as long as they need after

Any organization going through a major change needs solid support that truly knows how to meet their unique needs. National Australia Bank, the continent's largest business bank, had spent years serving their nine million customers with an outdated system. Their two large Citrix environments were hosted by external vendors, leaving management completely out of their hands. Once NAB decided to insource and let their own engineers take over, they knew they needed a partner like the Citrix Priority Team.

Migrating in-house with a new team of engineers was a large task for NAB. Before they began, they had to determine the current system's biggest pitfalls so they could focus on individually improving each one. For instance, with one environment managed by Tech Mahindra and the other by IBM, the cost to maintain the legacy platform was high. As well, it became a struggle with contractors and new hires to use the specific devices they were comfortable with. The legacy environment also didn't allow for updates to be completed in a timely manner, turning them into expensive, time-consuming projects.

"Without that priority support with us, identifying these issues ... we would have been in a bit of trouble."

— Craig Miller, Manager of Remote Services and Virtual Compute for NAB

NAB turned to Citrix Priority because they needed “a solution at a very, very high level,” says Craig Miller, Manager of Remote Services and Virtual Compute. They knew Citrix technology was stable and met their business requirements. Plus, they’d previously had a long history with their legacy environments.

Partnered with their Priority Team, NAB had a safety net that could guide their new team of in-house engineers with hands-on support for the new environments. They walked them through every single obstacle that came with their first time building a platform of that size in a cloud-based service.

With Citrix Priority’s strategic planning, NAB now has a model where they only pay for what they consume, leaving them “almost at a 50% reduction in daily running costs,” according to Miller.

Citrix worked with NAB to create a cost-effective system that can quickly glide through maintenance, upgrades, and installations. Meanwhile, the Priority Team continues to be readily available so that they don’t miss a beat.

The Solution

- **Citrix Priority** is specialized, 24/7 support that ensures predictable, smooth-running systems.
- **Citrix Priority** successfully restored the client’s control over their environment.
- **Citrix Priority** took an outdated, rigid system and empowered a new engineering team to create a fresh, cost-effective one.

Citrix Priority Ensures Maximum Customer Success

National Australia Bank needed more than support through this journey, they needed customized, unique care. **Citrix CSS Priority** provides this by being a true partner. Before this journey, NAB’s environments were run separately and each vendor was held accountable for the environment, leaving NAB out of the loop.

Citrix Priority came in to restore NAB’s power and control over their own environments. By bringing everything in-house, NAB’s own engineers and trusted team is responsible for their environments. This helps to reduce costs and shorten system processes.

The Priority Team gave NAB a safety net through this migration so everyone could feel supported through the massive change. As their user base continues to grow, they will be “more and more reliant on this platform being available 24/7,” says Miller. That support will continue to follow NAB down its roadmap to continued success and growth.

The Priority Team Eliminates Problematic Updates and Maintenance

National Australia Bank was falling behind the curve. Competition with better, faster technology was moving forward while they were stuck on Windows 7. Their previous system was too slow and costly to complete timely updates.

Building a new environment was only half the job. The Citrix Team employs a strong follow-through with updates and maintenance over time. NAB's environments can now deploy Microsoft's new versions as soon as they are released.

The Priority Team helps these updates go smoothly so that "not only are they getting a better user experience from a performance perspective, it's enabling them to use new tools," says Miller. Having the Priority service is helping NAB as they extend and grow this environment out into more of the bank..

Priority CSS Empowers Customers with Flexibility

NAB's legacy environments were rigid and didn't offer many options in terms of different devices having access. Employees, especially contractors, couldn't use any device. Instead, many had to be provided a virtual machine at the company's cost.

With the new environment in action thanks to the Citrix Priority Team, NAB is looking at a bring-your-own-device model that gives employees the choice of what device they want to use. This refreshing model is empowering employees. Everyone can work at their best and NAB can reduce costs. Citrix Priority is there to make sure all these devices connect smoothly and give everyone the highest ease of use.

The feedback that NAB has been getting from users is consistently proving the value of Citrix Priority. They are continuing to let leadership know "it is much, much better than what we had in the past and it's giving them that flexibility that they need," according to Miller.