



CITRIX

# XenServer

## Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



**Dan Withrow**

Senior Manager of Engineering at a financial services firm with 1,001-5,000 employees

### **WHAT IS OUR PRIMARY USE CASE?**

A virtualization platform that was easy to maintain for our staff's level of expertise and allowed for inexpensive licensing when support was required.

### **HOW HAS IT HELPED MY ORGANIZATION?**

Allowed us to maintain the desired level of high availability between our XenServer farms. Our response time to backend errors was faster than when we had a physical server farm.

### **WHAT IS MOST VALUABLE?**

All features of the product are valuable, depends on the situation. I have used all of the features at one time or another.

### **WHAT NEEDS IMPROVEMENT?**

Integrated workload balancing and virtual switch management that doesn't require another virtual appliance to control.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

More than five years.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

Rock Solid for the most part, of course, as with any technology there are software patches required for specific issues.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

I haven't encountered any scalability issues yet. I have built multiple XenServer pools (simple HA pairs for SMB to large Enterprise deployments of 8-20 physical hosts).

**HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Customer Service: Provided you can get past the tier 1 support personnel quickly, it is great. Technical Support: All of the Citrix Engineers that I have worked with have been very knowledgeable and helpful.

**IF YOU PREVIOUSLY USED A DIFFERENT SOLUTION, WHICH ONE DID YOU USE AND WHY DID YOU SWITCH?**

VMWare was the previous solution, we switched to lower our licensing costs and support costs.

**HOW WAS THE INITIAL SETUP?**

Installation is very straightforward and can be completed in less than 5 minutes.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

In-House team; I tested from the beginning and moved the platform into production.

**WHAT WAS OUR ROI?**

N/A - not able to discuss

**WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

Cannot answer this question; but the product is free, you only need to purchase a license if you want commercial level support from Citrix.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

At the time, there were really only a couple of companies providing virtualization platform technologies. I had found XenSource and started testing the solution.

**WHAT OTHER ADVICE DO I HAVE?**

Test, Test, Test as with any product, make sure it will accomplish what you expect. Citrix XenServer is not marketed out there so most of the people, I talk to, only are aware of VMWare and Hyper-V. XenServer fits right in the middle (in my opinion) of those two products.