Siebel 7.7 Integration with the Citrix® MetaFrame® Access Suite

Citrix Systems, Inc., a Siebel Systems Strategic Platform Partner, is a global leader in access infrastructure solutions. Citrix® access infrastructure is packaged and sold as the Citrix MetaFrame® Access Suite. Each component product – MetaFrame Presentation Server, MetaFrame Secure Access Manager, MetaFrame Password Manager, and MetaFrame Conferencing Manager – solves a particular access challenge for an organization, while working together seamlessly to provide on-demand access to the applications and information users need to work productively from anywhere.

Citrix solutions enable applications to be centrally installed, processed, managed and deployed on servers instead of on each desktop. Citrix technology delivers fast, secure access to these applications over the network to users on any device or connection. Users view and work with the application interface, sending keystrokes and mouse clicks to the server and receiving screen updates.

Customers seeking to optimize their implementation of Siebel business applications can solve performance, compatibility, security and cost challenges by deploying these Web applications in a Citrix MetaFrame Access Suite environment. Specifically, Citrix access infrastructure can improve application performance, expand the choice of devices and browsers, strengthen security and increase the return on investment.

Citrix extends the value of Siebel business applications by enabling more people, in more locations, on more devices and networks to enjoy convenient, easy, high-performance access. Together, Siebel business applications and the Citrix Access Suite can deliver measurable business advantages to joint customers, including improved customer service, higher employee productivity, increased revenues and profitability and a competitive advantage.

BENEFITS

- Change management: The combination of Citrix Access Suite and Siebel 7.7 provides a unique architecture that allows for the quick roll out of the browser upgrades and patches allowing users to take immediate advantage of the latest functionality of the Siebel business application
- Predictable performance: Minimize the inadequacies inherent in browsers and enjoy consistent performance when accessing Siebel 7.7 over any network, wired or wireless, regardless of available bandwidth
- Increased ROI: Efficiently manage and support Siebel business applications from the server, saving IT staff time and effort
- Investment protection: Extend infrastructure life by delivering high-performance access to Siebel 7.7 through Citrix, which provides access independent of the device or local browsers versions

FEATURES

- Smooth Roaming: Allows a wired or wireless user to switch devices and move between locations automatically and without interruption
- Web interface: Enables aggregation of applications and information into a Web portal without rewriting code
- Single Sign-on: Allows users to log on once with a single password and be authenticated to all other password-protected applications
- Application Conferencing: Permits team members in different locations to collaborate in real time on the same applications and documents
- Secure gateway: Provides standards-based encryption of application data over the Internet
The Siebel 7.7 and Citrix Access Suite 3.0 integration involves publishing the MS Internet Explorer version 5.5 SP2 or version 6.0 browser on a MetaFrame Presentation server in a server farm. The published browser application is used to run the Siebel Web Client. Thus, no true client is installed directly on the MetaFrame Presentation Server 3.0 servers, but rather Internet Explorer is utilized and published pointing to the URL of the Siebel 7.7 Web client residing on the Siebel Web Server.

Both local users and remote users launch Siebel 7.7 published on MetaFrame Presentation Server using one of the Citrix ICA (Independent Computing Architecture) clients (Win32, Linux, Unix, Macintosh, zero-install Java, etc.) by logging on to the MetaFrame Secure Access Manager Access Center and clicking on the MS Internet Explorer – Siebel 7.7 link. Once clicked a Citrix ICA Session is spawned running Internet Explorer with a pre-populated URL to the Siebel 7.7 zero-footprint Web client. Users are signed on to the Siebel Web Client automatically leveraging MetaFrame Password Manager providing an enhanced user experience.

Once this connection is made, users have complete access to the Siebel Enterprise through the Internet Explorer published application. Users experience the same application functionality as those users who run the Siebel zero-footprint Web Client through a Web browser on their desktops, with the added performance benefit of ICA’s minimal bandwidth utilization.

For more information on the Citrix Access Suite and the integration with Siebel business applications, please visit the Citrix Web site at www.citrix.com or contact a Citrix representative at 800-437-7503.

Siebel's Validation Program verifies integration and data integrity between Partner Products and Siebel business applications under lab testing environment conditions using out-of-the-box versions of Siebel applications and Partner Products. Similar results may not be reproducible in a customized production implementation. Validation testing does not include customized versions of Siebel products, performance, scalability, upgradeability of the integration. Validation testing must not be used as a substitute for thorough implementation planning and design and quality assurance acceptance testing by customer's staff. Customer is solely responsible for the selection of the validated Partner Product and integrations. Partners are responsible to support their own products and validated integrations.