CUSTOMER SNAPSHOT

Global Strategy Advisors



A global advisory firm retired Citrix for Kasm Workspaces and cut its system nodes ~20% while shrinking its attack surface.

Global Strategy Advisors replaced Citrix Virtual Apps and Desktops, NetScaler, StoreFront, licensing servers and endpoint clients, with containerized, browser-delivered Kasm Workspaces across three AWS regions for roughly 750 users in the US, EMEA and APAC.

~20%
fewer system nodes with equivalent functionality*

4 → 1
patched components collapsed into one containerized platform

3
AWS regions with data kept in-jurisdiction

0
client software to install or patch; any modern browser

INDUSTRY
International business advisory

SCALE
~750 users • US, EMEA, APAC • 400 - 500 daily

DEPLOYMENT
AWS • 3 regions • Regional Connection Proxies

REPLACED
Citrix Virtual Apps & Desktops • NetScaler • StoreFront

The challenge

The firm's Citrix Virtual Apps and Desktops estate depended on NetScaler appliances, StoreFront servers, licensing servers and a client on every device. Its Senior Director of Network Engineering describes the result as "a vicious cycle of patching stuff, securing Citrix, putting Citrix behind a firewall... putting it behind VPN."

Two things forced a change: an unending run of critical vulnerabilities, and a vendor that would not meet the business on terms.

- CVEs scoring 8 to 10 surfaced across the client, NetScaler, StoreFront and licensing tiers, each demanding immediate attention
- Patching disrupted operations and consumed IT time meant for strategic work
- Every tier was its own point of failure, replicated and synchronized across regions
- A request for a one-year agreement, to align with automation initiatives, was refused: three years or nothing

For a global firm standardizing on automation, a vendor that dictates a three-year term is not a partner. The team went looking for a platform built for the cloud it was already running in.

The Kasm solution

Global Strategy Advisors runs Kasm Workspaces as a containerized, microservices-based platform in three AWS regions. Windows desktops are delivered as RDP streams encoded into secure WebSocket connections, so any modern browser is the client and no endpoint software is installed, patched or supported.

Regional by design
A primary deployment per region, fronted by regional Connection Proxy servers, keeps data inside jurisdictional boundaries and users close to their sessions.

Windows desktops, reimagined
Existing Windows Server infrastructure stays in place; Kasm encodes the RDP stream and preserves full functionality in the browser, with Progressive Web App access for users.

Infrastructure as code
The automation team ties Kasm's API into other systems, scaling capacity across availability zones without replication or synchronization layers.

Why Global Strategy Advisors chose Kasm

After evaluating modern VDI alternatives, the firm selected Kasm Workspaces for its containerized microservices architecture and its browser-based delivery model. The deciding factors were practical: no client to patch, no NetScaler or StoreFront tier to defend, an API the automation team could build on, and licensing terms that fit a one-year planning cycle. The breaking point with the incumbent had come when the firm asked for exactly that.

> *"We went back to Citrix and said, 'Can you give us a one-year deal?' And they essentially came back and said, 'No, we will not give you a one-year deal. You can commit to three years, or you can go pound sand.*

Senior Director, Network Engineering, Global Strategy Advisors

Three regions, one architecture

The firm stood up a primary Kasm Workspaces deployment in each of three AWS regions, each supported by regional Connection Proxy servers so user traffic and data stay within the right jurisdiction. Windows Server infrastructure was retained; Kasm encodes each RDP session into a secure WebSocket stream that opens in a browser or as a Progressive Web App. Scaling and load distribution run across availability zones without the replication and synchronization machinery the Citrix estate required. Users noticed the simpler access model first; the help desk noticed fewer calls. The automation team then connected Kasm's API to another internal system, and the IT team moved from patch cycles to strategic work.

Results

Metric	Before	With Kasm	Impact
System nodes	Multi-tier Citrix estate with supporting components	Consolidated containerized deployments per region	**~20% fewer nodes**
Attack surface	CVEs rated 8–10 across client, NetScaler, StoreFront, licensing	Browser-only access; WebSocket encoded RDP	**Client-side vulnerabilities eliminated**
Endpoint software	Citrix client on every device	None; any modern browser or PWA	**Fewer help desk calls**
Data residency	Complex cross-region replication and sync	3 AWS regions with regional Connection Proxies	**In-jurisdiction by design**
Automation	Vendor-defined, limited integration	API-first; integrated with internal systems	**VDI managed as code**
Commercial terms	Three-year minimum commitment	Flexible licensing aligned to planning cycle	**One-year alignment restored**

> *"I love the scalability; I love the API... We're tying that in with the API and some automation to another system."*

Senior Director, Network Engineering, Global Strategy Advisors

Say goodbye to legacy VDI.

Secure, containerized desktops and apps delivered to any browser, on infrastructure you control.

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