



Strategic Systems Solutions (Hangzhou) Co., Ltd. is a Citrix Silver partner and authorised reseller of Citrix products, the only such company in the Hangzhou municipality. SSS extensive experience both on its own network and at those of our clients made SSS an obvious choice for Citrix to partner with in this area.

In a short time SSS has been able to develop an excellent working relationship with Citrix China, working together on a combined strategy for helping potential customers in Zhejiang province harness the advantages of Citrix.

SSS offer complete IT support solution to customers, focused around the Citrix platform, including...

- Level 1 helpdesk – SSS dual language (Mandarin Chinese / English) level 1 team allow customers access to a comprehensive 24 * 7 support service. Core skills developed through a comprehensive internal training program include: Windows NT/2000/XP and Citrix platforms.
- Level 2 floor support – SSS offers customers solutions that include combinations of on-site and off-site level 2 support giving customers access to a pool of experienced support analysts.
- Level 3 infrastructure support – SSS infrastructure analysts are available to customers for one off projects such as a Citrix Metaframe installation or as part of an on-going support arrangement using the 3 levels of support team.

SSS can offer customers a comprehensive package of Citrix services, including...

- Consultancy – helping customers to evaluate the needs of the business.
- Design – of a solution that best fits the needs of the customers business.
- Implementation – of a comprehensive, scaleable and supportable solution.
- Support – a cost effective support model, providing a 24 * 7 support service.
- Training – of the customers own support staff so they can make the most of any solution supplied.
- Hosting – for increased resilience or ease of support the customers Citrix solution can be hosted by SSS.

SSS Technical Services team have specific Citrix administration and consultancy experience on to of a broad base of industry training, certification and experience including Microsoft; Cisco; Avaya and Redhat platforms. SSS relatively new China presence has been able to leverage successfully off the existing experience of the global team and two technical staff remain seconded to China help ensure continued success.

An extensive Lab and demonstration network allows the team to stay current with the latest software, experiment with the latest hardware and provide real working demonstrations of solutions to potential customers.

SSS experience includes, either on our own network or with projects undertaken for customers, the following...

- Office wide PC alternative using thin client hardware and Metaframe.
- Web based remote network access with NFuse and Metaframe.
- VPN remote access over slow links with Metaframe.
- PDA based remote access with Metaframe.
- Rapid deployment of bespoke applications with Metaframe.
- Secure vendor access to private network with Metaframe / NFuse.
- Hosted Metaframe environment for resilience / geographically disperse user base.