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Francisco Márquez  
IT Manager, Pagonom

## Pagonom delivers SaaS payroll services with XenApp

Pagonom is a Hispano-American company and a pioneer in personnel administration solutions for optimizing salary management processes. Pagonom supplies its Picasso regional payroll application as a hosted service using the Software as a Service (SaaS) model to clients in Venezuela, Colombia and Costa Rica. The company has offices in Miami and Venezuela.

### The challenge – Fast application delivery to clients worldwide

Pagonom required a tool that would allow its clients to establish a connection with the company server from remote areas in order to carry out administration and execution of their salary processes using the Picasso application. Key requirements were high performance, security and availability.

Francisco Márquez, IT manager, Pagonom, said, “We needed to be sure that our clients would be able to process their salaries from remote locations with optimum response times and receive the latest updates and improvements to the Picasso program without any additional cost. To meet their needs, we had to be able to ensure continuity and security of the service.”

### Implementing application virtualization from Citrix

Pagonom implemented Citrix® XenApp™, Advanced Edition featuring Web Interface and Microsoft® Windows Server® 2003 with the support of Afin, a Citrix Solution Advisor, to deliver the Picasso product to more than 50 regular users such as oil and gas companies, mining companies, magazines, pharmaceutical companies and manufacturers. Clients connect to the Pagonom environment through the company’s web portal. XenApp delivers multiple versions of the Picasso product, each offering different functionalities tailored for each client company.



### Key benefits

- Enables delivery of Picasso as a hosted service
- Offers SME clients the savings and simplicity of SaaS
- Simplifies application administration
- Ensures high-performance delivery over the web

### Applications delivered

- Picasso payroll management solution
- Microsoft Office
- Infomaker®
- Crystal Reports

### Networking environment

- Citrix XenApp, Advanced Edition running on four HP servers
- Microsoft Windows Server 2003
- Microsoft SQL Server®

## Application virtualization drives business growth

Using XenApp, Pagonom was able to adapt a client-server application, which had been on the market for more than 15 years, as a SaaS offering for small and mid-size enterprises in the Latin American market. These smaller companies now have the option to use this payroll management tool as a web-based service instead of having to license and maintain it internally. “The up-front costs of the technological platform, including servers, operating system software, database software and application licensing have been eliminated for our clients,” said Márquez. “Also, there is no requirement for systems personnel to be dedicated to the maintenance of the Picasso application, or to provide technical support. Citrix XenApp was crucial to our ability to open up new lines of business through SaaS by offering our clients a cost-effective, reliable and customized service.”

Pagonom is currently creating a light version of the Picasso product based on Citrix to deliver its salary service to users on mobile devices such as BlackBerry, Motorola and Windows® Mobile. In the short term, this will allow a new vision of the service, supporting the technological growth of services.

## Application virtualization ensures high performance and low IT costs

“The high performance levels and fast response times for salary processing have been among the great benefits that we have achieved by implementing Citrix XenApp as standard technology,” Márquez stated. Also, by hosting Picasso on XenApp, Pagonom’s IT team can easily maintain and update the application and technology platform. Clients are able to count on the latest updates on the Picasso program, without additional cost, therefore improving their experience with the service. Further, new features and functionality can be quickly rolled out to all clients.

## Future plans

Pagonom plans to enhance its SaaS platform to include new Citrix technologies for improvement of services for the local and international markets.



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Citrix Systems, Inc. (NASDAQ:CTXS) is the leading provider of virtualization, networking and software as a service technologies for more than 230,000 organizations worldwide. Its Citrix Delivery Center, Citrix Cloud Center (C3) and Citrix Online Services product families radically simplify computing for millions of users, delivering applications as an on-demand service to any user, in any location on any device. Citrix customers include the world's largest Internet companies, 99 percent of Fortune Global 500 enterprises, and hundreds of thousands of small businesses and prosumers worldwide. Citrix partners with over 10,000 companies worldwide in more than 100 countries. Founded in 1989, annual revenue in 2008 was \$1.6 billion.

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