



Fortune 100 Avoids Millions in NetScaler Renewals With 10x Faster Migration

OpsWerks played a critical role in migrating 1,600+ NetScaler appliances and 9,300 VIPs across multiple business units and global data centers — accelerating execution, reducing risk, and maintaining full business continuity.

Client Background

A global technology enterprise operated one of the largest and most complex NetScaler deployments in the world, powering mission-critical network services across the U.S. and China.

The environment included 1,600+ physical devices and nearly 9,300 Virtual IPs (VIPs) routing terabits of live traffic daily. Years of updates across multiple teams and data centers resulted in the world's most complex NetScaler footprint.

When Citrix went private, contract negotiations no longer aligned with the enterprise's expectations; renewal costs massively increased and Citrix's new strategies left minimal room for negotiation.

Faced with substantial cost pressures and reduced flexibility from a now-private vendor, the enterprise recognized the risk of being locked into a single provider that could dictate terms without accountability.

This forced a strategic pivot: migrate to a new load balancer based on an open-source platform to regain control, reduce vendor dependency, and hedge against future pricing volatility. The project had an aggressive deadline and zero tolerance for downtime across their global user base.

NetScaler decommissioning challenges



Unprecedented scale and complexity

The customer had the world's third-largest NetScaler footprint, but the most configuration complexity of any deployment worldwide. Multiple business units maintained distinct environments, change processes, and dependencies.



High-volume, high-stakes traffic

Each migration affected terabits of live production traffic. Even a minor misconfiguration could cause visible impact across global services and impact hundreds of millions of users.



Aggressive global deadline

Based on license renewal dates, the program required end-to-end migration, from initial audit to hardware decommissioning across distributed teams and data centers in the U.S. and China.

NetScaler migration process

OpsWerks embedded engineers directly with internal teams to lead a phased, automation-driven NetScaler migration with zero unplanned downtime.

1 Phase 1: Audit and Classification

- ✓ Audited ~9,300 VIPs across U.S. and China environments (from dev to production) across multiple business units.
- ✓ Analyzed 60–90 days of live traffic to identify active vs. inactive VIPs for migration or decommissioning.
- ✓ Developed automation scripts for VIP/device inventory auditing, bulk connectivity testing, and burn-down reporting, saving hundreds of hours and reducing manual errors.
- ✓ Coordinated ownership validation across dozens of internal service teams.

2 Phase 2: Configuration and Cutover

- ✓ Built equivalent configurations on the new load balancer and validated parity in QA, performance, and pre-prod before production rollout.
- ✓ Executed controlled traffic cutovers during maintenance windows with continuous monitoring.
- ✓ Introduced a “logical decommissioning” process disabling interfaces before final shutdown to enable instant rollback if needed.
- ✓ Extended OpsWerks' scope to full production NetScaler migration after proving stability in early phases.
- ✓ Created dashboards for live traffic visibility, enabling teams to track migration progress and system behavior.

3 Phase 3: Decommissioning and Standardization

- ✓ Monitored live traffic post-cutover to confirm stable operations.
- ✓ With local data center teams coordinated safe decommission of 1,600+ physical NetScaler appliances after validation.
- ✓ Updated and standardized technical runbooks, tribal knowledge, and monitoring documentation for repeatable operations.



Scope of work

- Global audit of ~9,300 VIPs
- Conversion of NetScaler configurations to new load balancer
- Live traffic cutovers with rollback readiness
- Development of automation tools and visibility dashboards
- Coordinated decommissioning of 1,600+ NetScaler physical appliances
- Standardized runbooks and repeatable process documentation
- Continuous collaboration with internal teams across U.S. and China

The OpsWerks advantage



Global scale, zero downtime

Executed one of the largest and most complex NetScaler migrations ever attempted, with no unplanned outages.



Automation under pressure

Built custom tools and dashboards that accelerated validation, improved visibility, and enabled safe parallel execution.



Operational trust earned

After early success, elevated OpsWerks' responsibility from dev and staging environments to take on production environment cutovers.



10x faster migration velocity

Our 24/7 dedicated team delivered a global, enterprise-scale NetScaler migration nearly 10x faster than internal teams (based on initial migration velocity).

Technical Results



Physical devices

1,600+ NetScaler appliances



Virtual IPs (VIPs)

~9,300 audited and migrated



Deadline

Completed in 9 months



Downtime

Zero unplanned outages



Automation

Custom-built audit and visibility tools



Regions

U.S. and China data centers from dev to production environments



Live traffic re-routing

Terabits per second across global services

Business Results



Nearly 10x faster migration completion with 24/7 dedicated team.



Over 90% migration cost savings with OpsWerks vs internal team.



Multi-millions saved from avoiding NetScaler massive renewal increase.



Zero unplanned downtime maintained services for 100's of millions of users



Enabled internal teams to instead stay focused on high-value strategic initiatives of migration work.

Migrate NetScaler 10x Faster With Zero Unplanned Downtime

Talk directly with our migration team to see how we can accelerate your timeline: schedule a discovery call.

[Schedule Discovery Call](#)



About OpsWerks

- ✓ OpsWerks is a trusted partner to the world's most elite platform and infrastructure engineering teams, helping them operate at scale.
- ✓ We streamline hybrid cloud operations, execute complex migrations without downtime, and enable developers to quickly build and deploy global apps used by hundreds of millions.
- ✓ From managing CI/CD ecosystems and building orchestration tools to 24/7 support for business-critical systems, for over a decade we've kept developers focused on building.