

Citrix Appliance Maintenance

Discover the added security of our world-class technical support services for your appliance. We're always here when you need us, whether you need a software update, fast replacement, 24x7x365 support or personalized account management. It's all part of our commitment to you as a Citrix customer.

Choose the maintenance you need

Citrix Appliance Maintenance offers different levels to help you manage your business. No matter what type of support you require, Citrix will make sure you get the most value out of your maintenance investment.

NetScaler #1 in customer satisfaction

Enterprise Management Associates (EMA) March 2010 report

Maintenance Option	Description of Service
Gold	<ul style="list-style-type: none"> • Unlimited incidents during each one-year term • 24x7x365 coverage hours • One year of software updates and bug fixes • Advanced replacement for materials (one-day turnaround)
Silver	<ul style="list-style-type: none"> • Unlimited incidents during each one-year term • Basic coverage hours (8am – 9pm, Monday-Friday, EST) • One year of software updates and bug fixes • Advanced replacement for materials (one-day turnaround)
Bronze	<ul style="list-style-type: none"> • Unlimited incidents during each one-year term • Basic coverage hours (8am – 9pm, Monday-Friday, EST) • One year of software updates and bug fixes • Standard replacement for materials (10-day turnaround)

Virtual Appliance Programs

Virtual appliance support is for one year of technical support and is not covered by the appliance maintenance program but by separate support options.

Virtual Appliance Support Option	Description of Service
Preferred Extended Hours Support - NetScaler VPX	<ul style="list-style-type: none"> • 24x7x365 coverage hours • Includes up to 5 incidents per year in one Region • 6 Named Contacts • Phone, Web and E-mail support • Coverage for NetScaler VPX
Preferred Extended Hours Support - Branch Repeater VPX	<ul style="list-style-type: none"> • 24x7x365 coverage hours • Includes up to 5 incidents per year in one Region • 6 Named Contacts • Phone, Web and E-mail support • Coverage for Branch Repeater VPX



“Technical proficiency of support representatives is excellent. I’ve called many times and spoken to many people. They are all very knowledgeable of their products, and are extremely helpful in resolving the issue.”

John Wiswall
AT&T Hosting & Application Services
Annapolis, MD

“Follow-the-sun support is fantastic. Usually when I need Citrix support it’s during some after hours change and the need is dire. Having experts around the globe really helps greatly.”

Andrew Esposito
Wachovia Retail (customer)
Charlotte, NC

Valuable benefits for your IT staff

Citrix® NetScaler® Number #1 in Customer Satisfaction - You receive access to our technical support experts who were rated #1 in customer satisfaction by the Enterprise Management Associates (EMA) in the March 2010 report. The EMA concludes that a definite preference for Citrix NetScaler was observed when technical support responsiveness, technical support product knowledge, and overall quality of technical support were measured. It’s easy to see why - our technical experts have industry recognized certifications and in-depth training to help resolve your issue no matter how big or small.

Account management – As an option, you can also add a Technical Relationship Manager (TRM) who acts as a single point of contact to provide you with an elite level of technical support and proactive account management. The TRM helps to resolve complex issues quickly and minimize exposure to downtimes.

Follow-the-sun support – We provide you uninterrupted 24x7x365 support by linking our technical support centers across the globe so that you will have access to a location with a full complement of staff available to support your needs anytime.

Software updates – Download the latest software version for your appliances at no additional cost.

Fast and efficient replacement – To minimize downtime at your organization, Citrix will replace a defective appliance in a timely, efficient manner.

eServices – Manage your support needs online by creating a service request, checking status, adding notes and running reports on your requests. Plus, view any returns or exchanges you have submitted.

Knowledge Center – Access our Web portal for the most recent and comprehensive technical information on Citrix products, hotfixes, security bulletins and troubleshooting guides. Subscribe to RSS feeds or e-mail watches, and participate in the Citrix Community where you can access wikis, blogs, podcasts, downloads and forums to discuss technical issues and read about Citrix technologies.

Extended peace of mind

The Citrix extended warranty service delivers ongoing protection for your application delivery infrastructure investment. In the unlikely event of an appliance failure, the program will cover hardware replacement. Some restrictions apply.

Maximize and protect your investment

Citrix Appliance Maintenance offers your IT staff the tools and protection to keep your Citrix hardware investment running smoothly. From software updates, to fast and efficient replacement, to 24x7x365 support or personalized account management, Citrix Appliance Maintenance will make the most of your investment.

Contact us

To learn more about Citrix Appliance Maintenance and TRM offerings, contact your local Citrix Solution Advisor or contact Citrix directly at 1-800-424-8749 or www.citrix.com/appliancemaintenance.

About Citrix

Citrix Systems, Inc. (NASDAQ:CTXS) is a leading provider of virtualization, networking and cloud computing technologies that transform static datacenters into virtual computing centers. More than 230,000 organizations worldwide use Citrix technologies to simplify computing. Founded in 1989, Citrix today partners with over 10,000 companies in more than 100 countries. Annual revenue in 2009 was \$1.61 billion.

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PDF April 2010