

Software Support Services

Keeping your technology investment operating at maximum efficiency is vital for the success of your company. That is why we created Citrix Software Support Services.

“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

This program provides support options that include 24x7x365 support, training, online resources and add-on services that include personalized account management and on-site support, available only to customers with Software Support Services.

Choose the support you need

Citrix Software Support Services is offered at different levels and for different software products to help you manage your business challenges. No matter what type of support you require, Citrix will make sure that you get the most value out of your support investment.

Software support option	Software Maintenance	Preferred Hours Support XenServer & Citrix Essentials	Extended Hours Support NetScaler VPX	Preferred Hours Support Branch Repeater VPX	Extended Hours Support Business Software	Preferred Hours Support Extended Software
Product coverage	XenApp products only	XenServer & Citrix Essentials products only	NetScaler VPX products only	Branch Repeater VPX products only	All software products*	All software products*
Coverage hours	24x7x365	24x7x365	24x7x365	24x7x365	Business** hours	24x7x365
Incidents	5 per 50 CCU	5	5	5	25	50
Named contacts	1 per 50 CCU	6	6	6	6	6
Type of access	Phone/web/e-mail	Phone/web/e-mail	Phone/web/e-mail	Phone/web/e-mail	Phone/web/e-mail	Phone/web/e-mail
Annual training event (TechEdge)***	●	●	●	●	●	●
Quarterly webcasts	●	●	●	●	●	●
Monthly newsletters	●	●	●	●	●	●

Add-on Services

(*may be purchased with any Software Support Agreement)

TRM add-on*	200 hours of Technical Relationship Manager (TRM) services with unlimited number of incidents for one region
Extra 100 TRM hours add-on	100 additional hours of Technical Relationship Manager (TRM) services only available as an addition to the TRM add-on service
On-site Days add-on	On-site technical support service

* All Citrix Online collaboration products (e.g., GoToMeeting®, GoToMyPC®, GoToWebinar®, GoToAssist®, GoToView®, GoToTraining®, HiDef Conferencing®, etc.) are excluded from coverage.

** Business coverage hours include Monday through Friday from 8 a.m. to 6 p.m. relative to each region’s time zone, excluding public holidays recognized in each region.

*** TechEdge event is not offered in all regions.

“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

Powerful benefits for your IT staff

Access to our technical experts – Nothing can compare to receiving support from technical experts who have industry-recognized certifications and in-depth training to help resolve complex problems via the phone, web or e-mail. Our technical experts use the award-winning remote assistance product GoToAssist® and, with just a few clicks, can rapidly diagnose and troubleshoot.

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 for your organization. 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.

Proactive training and information – Our proactive training involves an exclusive annual free training event (TechEdge), a monthly technical newsletter and a quarterly webinar to keep you informed on practical solutions and in-depth technical training.

eServices – Manage your support needs online by creating a service request, checking status, adding notes and running reports on your requests. Plus, you can 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 discuss technical issues and read about Citrix technologies.

Maximize and protect your investment

Citrix Software Support offers your IT staff the tools and protection to keep your technology investments running smoothly. From 24x7x365 support, to online resources, to annual training event access (TechEdge) and add-on services, Citrix Software Support Services will ensure that you're getting the most out of your investment.

Contact us

To learn more about Citrix Software Support Services, contact your local Citrix Solution Advisor or contact Citrix directly at 1-800-424-8749 or www.citrix.com/software-support.

About Citrix

Citrix Systems, Inc. (NASDAQ:CTXS) is a leading provider of virtual computing solutions that help companies deliver IT as an on-demand service. Founded in 1989, Citrix combines virtualization, networking, and cloud computing technologies into a full portfolio of products that enable virtual work styles for users and virtual datacenters for IT. More than 230,000 organizations worldwide rely on Citrix to help them build simpler and more cost-effective IT environments. Citrix partners with over 10,000 companies in more than 100 countries. Annual revenue in 2009 was \$1.61 billion.

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