

Software Maintenance for Citrix XenApp

More value for your investment

Keeping your technology investment operating at maximum efficiency is vital for the success of your Citrix computing environment and your business. That's why we created Software Maintenance for Citrix® XenApp™ Platinum, Enterprise and Advanced Editions to make it easier to do business with Citrix. With Software Maintenance, you can now enjoy all the benefits of the Citrix Subscription Advantage™ program and world-class Citrix Technical Support together. With Software Maintenance, customers now have 24x7x365 access to technical support at a small percentage of their investment in XenApp licenses.

Two good things come together

Citrix Subscription Advantage and Technical Support are combined in Software Maintenance for XenApp to ensure you're current and running smoothly. With Citrix Subscription Advantage, software version updates, enhancements and maintenance releases are available during your one-year membership term, and we notify you when upgrades are available. Our Technical Support provides direct vendor support from technical experts who have industry-recognized certifications and in-depth training to help resolve complex problems quickly via the phone, Web or e-mail. With Software Maintenance for XenApp, you experience a complete software update and technical support solution.

Technical Support available in Software Maintenance includes:

24x7x365 telephone, Web and e-mail support

Five incidents for every 50 XenApp CCU licenses



XenApp Software Maintenance Program features

Features	Subscription Advantage	XenApp Software Maintenance
New product features	•	•
Existing feature enhancements	•	•
Hotfix Roll-up Packs	•	•
Lock-in future product enhancements	•	•
Predictable cost	•	•
Vendor-direct technical support		•
Technical support coverage		24X7X365
Annual training event (TechEdge)		•
Quarterly webcasts		•
Monthly newsletters		•

Save up to 91% with Software Maintenance

Along with ensuring uninterrupted access to the latest software version updates and access to technical support professionals, Software Maintenance can make a real difference to your bottom line. This new Software Maintenance offer is one of the most cost-effective ways to protect your software investment and ensure that your systems continue to run quickly, effectively and smoothly. You also receive substantial savings on your software product updates and technical support needs.

Projected savings

	25 CCUs	50 CCUs	100 CCUs	200 CCUs
Subscription Advantage (\$50 CCU) + Support	\$1,250 +\$25,000 \$26,250	\$2,500 +\$25,000 \$27,500	\$5,000 +\$25,000 \$30,000	\$10,000 +\$25,000 \$35,000
Maintenance (\$90 CCU)	\$2,250	\$4,500	\$9,000	\$18,000
Total savings	\$24,000 (You save 91%)	\$23,000 (You save 84%)	\$21,000 (You save 70%)	\$17,000 (You save 50%)

To obtain a Software Maintenance quote:

Contact an authorized Citrix Solution Advisor

One of our certified business partners can add value by helping you manage your Citrix licenses and remind you of your license expiration dates in order to remain current on the latest technology.

Contact Citrix Customer Service

Our customer service agents can assist you with any questions on Software Maintenance.

USA & CANADA

800-4-CITRIX (800-424-8749), select option 2

Direct: 954-267-2599

Hours: 7:00 a.m. to 9:00 p.m. EST, Monday through Friday

E-mail: customerservice@citrix.com

APAC

Australia: 1800 111 300

China (Northern): 10800 610 0263

China (Southern): 10800 261 0263

Hong Kong: 800 908 994

India:

BSNL Toll Free: 1800 425 8065, 1800 425 2489

Airtel Toll Free: 1800 102 2489

Direct: (80)25351956, (80)25356356, (80)41796650

Indonesia: 001803 61471

Korea: 0030 861 0050

Malaysia: 1800 803 807

New Zealand: 0800 930 700

Philippines: 1800 1611 0212

Singapore: 800 616 1697

Taiwan: 0080 1611 351

Thailand: 001800 611 2801

Hours (Monday-Friday):

6:00 a.m. to 6:00 p.m. (Singapore Standard Time) for AEST daylight savings period

7:00 a.m. to 6:00 p.m. (Singapore Standard Time) for non-AEST daylight savings period

E-mail: tccapac@citrix.com



www.citrix.com

About Citrix

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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