CITRIX®

Citrix Recognized for Customer Support Excellence

Company earns Outstanding Assisted Global Support certification from Technology Services Industry Association for third straight year

FORT LAUDERDALE, FL – January 3, 2019 – When it comes to delivering world-class customer support, (NASDAQ:CTXS) is a recognized leader. The company today announced that for the third straight year, it has received Outstanding Assisted Global Support Certification from the (TSIA), the world's leading organization dedicated to advancing the business of technology services.

"By achieving TSIA's Global Rated Outstanding Assisted Support certification, Citrix has once again demonstrated industry leadership in assisted customer support delivery.   We are proud to honor them with this outstanding achievement and thank the Citrix team for their continued dedication to customer assisted support innovation," said Tom Pridham, TSIA's SVP & GM, Strategic Services and Global Accounts.

The TSIA Operational Best Practices (OBP) program is a rigorous certification process that rates the capabilities of an organization across all aspects of their assisted support operations, including more than 140 best practices. As part of the process, auditors listen to customer support calls, review key procedures and evaluate outcomes. Upon completing its inspection of Citrix, TSIA determined that the company's exceeded all industry benchmarks.

"At Citrix, our success is driven by the value we create for customers and the results we help them achieve. That's why in addition to delivering market-leading technology, we also provide access to expertise and support programs that enable customers to make the most of their solutions and optimize their investments," said Mark Schmitz, Senior Vice President, Business Operations, Citrix. "We

are pleased to again be recognized by the TSIA for our assisted technical support excellence and will continue to deliver the support our customers need to drive positive outcomes for their business."

The 2018 Rated Outstanding Assisted Support certification is the latest in a string of accolades that Citrix has received for the strength of its support and services programs, including:

• The TSIA STAR Award for Best Practices in Knowledge Management and Best Practices in Service Offer Development.

• The NorthFace ScoreBoard Award for World Class Excellence in Customer Service for Support, Education, and Consulting.

• The Insights to Action (I2A) Silver Award from Qualtrics.

To learn more about Citrix's Support and Services programs and the value they can deliver for your organization, visit: