

Advanced

Enhanced success resources and premium support that drive maximum business value.

What Advanced delivers

CSS Advanced is a comprehensive and ever-evolving toolset to help you maximize the value your Citrix solutions deliver.

You get unlimited access to a range of tailored resources and capabilities—all on-demand through your personalized Citrix Success Center hub. Plus, you'll benefit from premium support—giving you peace of mind that your Citrix environment will provide continuous value, whatever the circumstances.

The result? You are empowered to accelerate the outcomes that drive your business forward.

If you're ready to hit the gas towards hybrid work through digital workspace transformation, CSS Advanced is for you.

On-demand tools, knowledge, and guidance to maximize your business outcomes.

Business value maximization tools	Unlimited self-paced technical training with Live Labs	Employee experience, design and advisory resources	Environment Optimization Assessment
Support your teams with self-service tools to continuously quantify and optimize the value your Citrix solution delivers against your strategic objectives. This includes rollout progress benchmarking and value measurement, as well as real-time insights into employee experience and utilization.	Help your technical teams level-up, with unlimited access to the entire library of Citrix on-demand technical training courses and online assessments. Plus, get hands-on experience in our virtual Live Labs — to apply learned skills and concepts in a practical setting.	Empower employees to use Citrix to its full potential with employee experience (EX) resources, tools and exercises that increase utilization and grow advocacy. Use surveys and assessments to measure and optimize employee success and ensure EX informs your optimization strategy.	Fine-tune your Citrix solution for your desired business outcomes. Use an interactive and self-service Environment Optimization Assessment—designed by Citrix consulting experts—to validate your configuration decisions against your strategic objectives.
Unlimited access to market-leading technical support	Cloud migration tools with expert support	Transformation and change management guidance	Access practical guides, templates, and checklists to help you realize value throughout your digital workspace transformation.
Keep your Citrix environment delivering value, whatever the circumstances with unlimited access to our web, chat and phone support—and robust self-service technical resources.	Use advanced planning tools and troubleshooting resources to automate and simplify cloud migration workflows. Get on-hand assistance from a Citrix support engineer to clarify and review configuration decisions for a smooth, assured migration to a cloud-based digital workspace solution.		

Customer Success for Subscription overview

CSS Advanced provides you with enhanced tools, resources, knowledge and guidance to maximize the value your Citrix solution delivers, and quantify it against your desired business outcomes.

Use the comparison chart below to get an overview of the benefits you get with Advanced—and how to drive the most value from them.

	Core	Advanced
Advisory		
Access self-paced online training so your technical teams can learn to design, configure and implement change across your Citrix solution. Then take employee empowerment to the next level by allowing them to hone those skills in a controlled Citrix lab environment. Plus, get actionable improvement recommendations via an interactive, self-service Environment Optimization Assessment.	Cloud migration tools Change management tools On-demand technical training Technical live labs Environment optimization assessment	• • • • •
Success		
Rollout progress benchmarking and business benefit realization tracking so you can easily translate solution performance into communicable outcomes. Plus get real-time insights on employee experience and utilization.	Success plan Employee experience design tools Employee enablement & awareness library Employee experience measurements & alerts Business value maximization tools	• • • • •
Support		
Access unlimited self-service web, live chat, and phone support. Plus get guidance and assistance during product installation, upgrades, and configurations.	24x7 technical support ¹ General guidance and assistance during product configuration	• •

1. Citrix provides 24/7/365 for Severity 1 issues only. CSS Priority customers receive 24/7/365 for Severity 1 and Severity 2 issues. Assistance with Severity 2 (site degradation) and all other issues is available during local business hours, Monday – Friday excluding local public holidays. America – 8:00 a.m. to 9:00 p.m., EMEA – 8:00 a.m. to 6:00 p.m., APAC – 8:00 a.m. to 5:30 p.m., Japan – 9:30 a.m. to 5:30 p.m. CSS Core phone support for severities 2-4 will be via call back with an SLT of 2 business hours for severity 2, 8 business hours for severity 3 and 4.

citrix. | Customer Success

Advance your success

If you're ready to take your Citrix solutions to the next level and accelerate your digital workspace transformation journey, let's talk.

Request to speak to our customer success advisors who can help you choose the right path to maximize your Citrix investment.

[Maximize your success with CSS Advanced.](#)