

# Core

An agile foundation for self-empowerment.

## What Core delivers

CSS Core equips you with the tools you need to drive continuous value and long-term success with your digital workspace.

It's an ever-evolving suite of on-demand resources that put the power of continuous improvement directly in your hands.

The result? Always-on access to key success levers that create more valuable business outcomes across your entire organization—for technical and end-users.

Lay the foundation for your own workplace transformation success story with CSS Core.

## On-demand tools and resources to create ongoing digital workspace wins.

### Transformation and change management resources

Access practical guides, templates, and checklists to help you realize value throughout your digital workspace transformation.

### Self-paced technical training

Empower your technical teams with access to foundational self-paced training content—equipping them with the skills they need to design, configure and implement changes to your Citrix solution.

### Employee experience (EX) design, rollout and advisory resources

Leverage EX design and strategy resources to drive more value from your solution—through increased engagement, awareness, adoption, proficiency and advocacy. EX Measurement guidance also helps you capture employee experience insights directly from your business users.

### Self-service cloud migration tools

Create a clear and effective migration plan toward a cloud-based digital workspace—including a breakdown of roles, responsibilities and tasks—using an extensive library of on-demand video resources. Plus, use our Automated Configuration Tool to seamlessly port over your existing configurations to your new environment.

### Market-leading technical support

Combine some of the best technical support in the industry with comprehensive self-service resources to ensure your Citrix solutions always deliver maximum value—whatever the circumstances.

## Customer Success for Subscription overview

CSS Core gives you the tools and resources to extract more business value from your Citrix solution.

Use the comparison chart below for a simplified view of the benefits you get with Core—and how to make the most of them.

Want to hit the gas towards hybrid work? Consider upgrading to CSS Advanced and get access to business value maximization tools, unlimited self-paced technical training resources, an Environment Optimization Assessment, premium support, and more.

### Advisory

Access self-paced online training so your technical teams can learn to design, configure and implement change across your Citrix solution. Plus, robust configuration and user migration tools.

	Core	Advanced
Cloud migration tools	•	•
Change management tools	•	•
On-demand technical training	•	•
Technical live labs		•
Environment optimization assessment		•

### Success

Leverage extensive self-service resources to reduce risk and maximize value during your digital workspace transformation. Including, guides, templates and checklists to create a success plan. Plus, EX resources so you can design and implement an EX strategy that drives adoption, proficiency and advocacy. You'll even get guidance on how to measure and capture EX.

	Core	Advanced
Success plan	•	•
Employee experience design tools	•	•
Employee enablement & awareness library	•	•
Employee experience measurements & alerts	•	•
Business value maximization tools		•

### Support

On-demand assistance and self-service support resources to ensure your Citrix solutions always deliver maximum value.

	Core	Advanced
24x7 technical support <sup>1</sup>	•	•
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.

To start creating your own high-value outcomes, head to the CSS Core page to learn more about the tools and resources available to you through the Citrix Success Center.

[Make the most of your Citrix solutions with CSS Core.](#)