

Customer Success Packages for Subscription Licenses

CSS for Subscription delivers continuously improving tools and resources that empower organizations to create more business value with Citrix. Use the comparison chart below to get an overview of the benefits you get with each success package.

	Feature	Core	Advanced	Priority	Priority Plus
Support	Access to Market-leading Self-Service Support Resources				
	Customized access to the Citrix Success Center	●	●	●	●
	Access to the Citrix Knowledge Center	●	●	●	●
	Technical Support				
	Available Support: Severity 1	Phone, Web, Chat	Phone, Web, Chat	Phone, Web, Chat	Phone, Web, Chat
	Available Support: Severity 2-4	Call-back, Web, Chat	Phone, Web, Chat	Phone, Web, Chat	Phone, Web, Chat
	Response Times ¹				
	Severity 1	30 minutes	<30 minutes	<15 minutes	<10 minutes
	Severity 2	2 Business hours	2 Business hours	30 minutes	<30 minutes
	Severity 3	8 Business hours	6 Business hours	4 Business hours	4 Business hours
	Severity 4	8 Business hours	8 Business hours	4 Business hours	4 Business hours
	Restoration Targets ¹				
	Severity 1 non-platform	N/A	N/A	<6 hours	<4 hours
	Configuration Support ²				
	Technical troubleshooting assistance	●	●	●	●
	Assistance with product configuration, installation, and upgrades		●	●	●
	Scheduled support to assist with implementations, migrations, and updates			40 hours/yr	80 hours/yr
	Priority Queueing, Critical Situation Management, and more ¹				
	Direct access to Priority support engineers for faster issue resolution			●	●

	Feature	Core	Advanced	Priority	Priority Plus
Support (Cont.)	Critical situation management to own and expedite remediation for severity 1 issues			●	●
	Root cause analysis to prevent problems from re-occurring			Severity 1	Severity 1 and 2
	Executive level sponsor to ensure your requirements and issues are addressed promptly				●
Success	Transformation and Change Management Resources				
	Self-service success plan	●	●	●	●
	Change management resources	●	●	●	●
	Customizable guides templates and checklists	●	●	●	●
	Employee Experience (EX) Design, Rollout and Advisory Resources				
	Curated library of resources and leading practices for understanding and articulating the value of EX and implementing an EX strategy	●	●	●	●
	Detailed documentation on user-centric methodologies (such as journey mapping, stakeholder interviews, etc.) for incorporating EX concepts into solution planning and implementation	●	●	●	●
	Best practice guidance for setting KPIs and measuring EX throughout the project	●	●	●	●
	Training and communication templates to drive solution awareness, adoption, proficiency and advocacy	●	●	●	●
	Exclusive EX workshop guide with real-world examples of workshop output and collateral		●	●	●
	Exclusive tools and templates to capture EX insights across the entire solution lifecycle		●	●	●
	Business Value Maximization Tools				
	Rollout progress benchmarking		●	●	●
	Business benefit realization tracking		●	●	●
	Success story templates		●	●	●
	Tools to get real-time insights into employee experience and utilization		●	●	●
Business case templates		●	●	●	
Best practice guidance to maximize the value of your Citrix investment		●	●	●	

	Feature	Core	Advanced	Priority	Priority Plus
Advisory	Technical Account Management				
	Assigned technical account management			●	●
	Self-Paced Technical Training				
	Citrix Fundamentals: self-paced technical training focused on design and configuration	●	●	●	●
	Ongoing release training for new Citrix software versions	●	●	●	●
	Access to full catalog of Citrix self-paced technical training covering all environment lifecycle phases		●	●	●
	Access to virtual live labs designed to apply training knowledge in a practical context		●	●	●
	Access to Citrix online certification exams		●	●	●
	Cloud Migration Tools and Resources				
	Self-service leading practice and troubleshooting resources	●	●	●	●
	Automated configuration tool	●	●	●	●
	On-hand "Ask an Expert" support for initial configuration questions and reviews ²		●	●	●
	Technical Consultancy				
	Environment optimization assessment		●	●	●
	Environment supportability and operational review			●	●
	Customizable add-on packages aligned to your business objectives				●

Legal Disclaimers and Program Terms:

For a complete overview of our Customer Success Services packages and requirements, please review the [Worldwide Support Services Guide](#). Citrix reserves the right to make updates to its Customer Success Services packages and requirements, at its sole discretion, from time to time, as business needs require. The relevant Citrix web pages will be updated with respect to any updates as of their effective date.

¹Response Times

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 (8am-6pm) as per regions listed in the Worldwide Support Services Guide.

²Configuration Support

Configuration support provides general guidance and assistance during product installation, upgrades, or configurations. Customers who require additional assistance for requirements like personalized design and implementation assistance can leverage our Partners or Citrix Consulting services for fee-based design and implementation assistance.

License Compliance

As part of your agreement, you agree to allow Citrix to audit your license compliance pursuant to the license compliance terms explained in the Citrix [License Compliance Center](#). You understand that Citrix License Server collects and reports limited license telemetry to Citrix for on-premises product licenses to support license compliance. For those licenses, Citrix requires that you transition to License Server Version 11.17.2 Build 40000 by March 31, 2023, and subsequent new License Server versions within 6 months of release of each new Version. License Server license collection and reporting (electronic or manual) must be active for License Server Version 11.17.2 Build 40,000 and beyond. Unless you have elected manual reporting, you agree to adjust your firewalls as necessary to allow electronic license reporting. For a detailed explanation of the license telemetry functionality and reporting obligations, see the License Server [product documentation](#). These requirements do not apply to the extent prohibited by law or regulation.

All-in-Rule

In order to receive CSS benefits, customers must have active CSS for 100% of its licenses within one product line and under a single ORG ID. This is known as the “All-in Rule.”

Partial CSS coverage within a product line is not permitted. If the customer has licenses that are no longer in use, they have the option to permanently rescind such licenses in order to exclude these from pool of licenses for which CSS is being purchased. License transfers to new or existing ORG IDs, for the purpose of avoiding the All-in Rule is not permitted. A customer is not permitted to extend the benefits of CSS to any licenses that do not have an active CSS agreement. Compliance will be monitored and without waiving other remedies, Citrix reserves the right to suspend CSS benefits and invoice a customer for any underpaid CSS fees for compliance violation(s).

Service Level Compliance

At point of upgrade to CSS Advanced or higher, all software licenses must be upgraded (i.e., customers may not have a mix of CSS Core & CSS Advanced services on Software licenses).

*Service Level Compliance rules apply. Service Level Compliance requires the customer to maintain the same CSS level of service across all product lines. In the event that service level compliance is not maintained, the customer will be supported at the lowest of their active service levels. Customers will be notified of noncompliance. No refunds will be given.

For further details, please see the [Worldwide Support Services Guide](#).

Consulting Services

With respect to consulting services included with Citrix Support services, intellectual property rights in all deliverables, pre-existing works and derivative works of such pre-existing works, as well as developments made, conceived, created, discovered, invented, or reduced to practice in the performance of the consulting services are and shall remain the sole and absolute property of Citrix, subject to a worldwide, non-exclusive license to you for internal use.

Availability and Lifecycle

Customers can purchase CSS in one (1) year increments up to a maximum of five (5) years.

CSS is available during a product’s General Availability (GA) to End of Life (EOL). After a product release reaches its End of Maintenance date, no further code-level maintenance will be provided; however, the product will continue to be supported until it reaches End of Life.



Enterprise Sales

North America | 800-424-8749

Worldwide | +1 408-790-8000

Locations

Corporate Headquarters | 851 Cypress Creek Road, Fort Lauderdale, FL 33309, United States

Silicon Valley | 4988 Great America Parkway, Santa Clara, CA 95054, United States

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