

Maximize the benefits of your Citrix Cloud Service

Take advantage of expert guidance from your Adoption Service's Customer Success Manager



Citrix Cloud Service

Now that your organization has made the move to Citrix Cloud, you'll want to gain the greatest value from your subscription – whether you are using the XenApp & XenDesktop Service, XenMobile Service or ShareFile Service.

Your Citrix Customer Success Manager (CSM) is ready to help.

The CSM is available to all cloud customers at no charge, as part of Citrix Cloud Adoption Services. This customer relationship management expert makes it easier to succeed with Citrix Cloud by:

- Create Success Plans that are aligned and coordinated with other Citrix service offerings
- Helping you roll out the service to your users
- Providing information on product features and integrations
- Identifying training needs and connecting you with tools and communities

- Sharing leading practices in areas such as security and mobility
- Finding new use cases that increase your ROI
- Evaluating your usage and adoption to find areas for growth and improvement

How it works

The CSM will conduct an initial 90-day engagement with your team, and then meet with you on a regular basis to review your success with the cloud service.

The end goals of the engagement are to:

- Streamline your transition to the cloud
- Maximize user adoption of the cloud service
- Ensure a positive experience for users and IT
- Optimize the value of your subscription

Covering the cloud adoption lifecycle

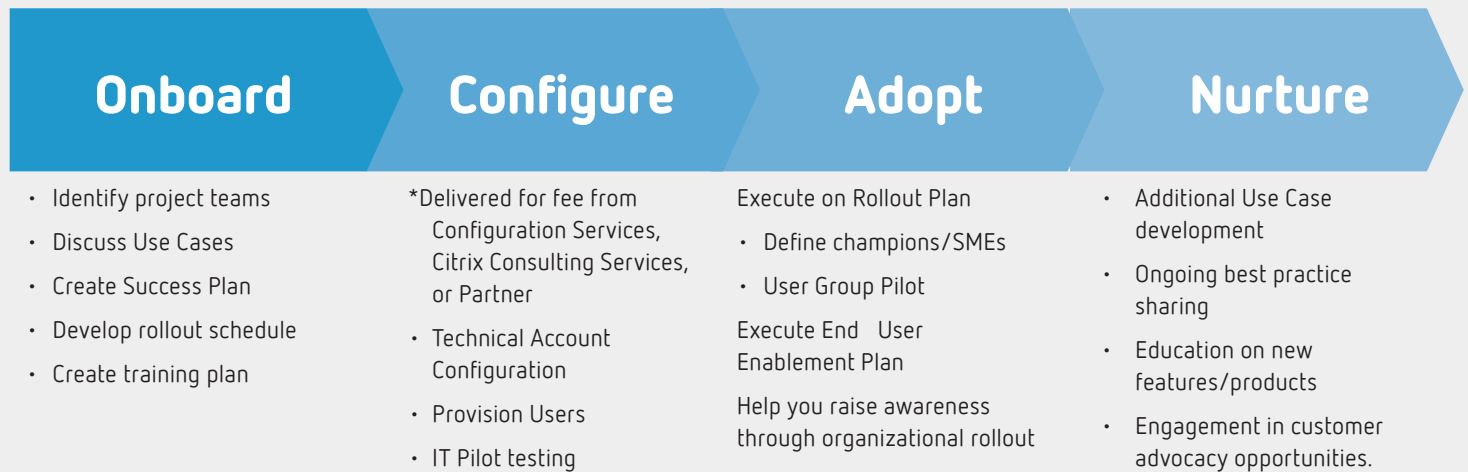
The CSM engagement spans all four stages of the cloud adoption lifecycle, as shown in the figure below.

1. The first stage is onboarding users, which includes identifying use cases and planning for success factors, including training.
2. The second stage is configuration, which encompasses user provisioning and pilot testing. Note that the CSM simply monitors configuration activities, which are delivered on a fee basis by Citrix Consulting, Citrix Configuration Services or a Citrix partner.

3. Next is the adoption stage, which involves the actual rollout, supported by training and awareness.

4. Finally, the nurture stage focuses on identifying ways to enhance the value of the cloud service by expanding usage, learning about new features and functionality, and engaging with others in the cloud community.

Plan Overview



Your assigned Adoption team are not part of the Technical Support teams who should be leveraged for troubleshooting and break/fix support.



As your primary contact for Citrix Cloud, the **CSM** can help with:

- Advocacy
- Education
- Enablement
- Analysis
- Planning

Look for an email from your CSM immediately after purchase of the Citrix Cloud Service. Contact cloudadoption@citrix.com with any questions.



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