Customized, preventative support & services for complex, global and mission-critical solutions, with our fastest response times and most aggressive restoration targets designed to help you minimize risk, accelerate adoption and maximize the value of your Citrix solutions.
Maximum value for mission-critical environments, with unparalleled support

Whether your environment is in the cloud, on-premises, or anywhere in between, Citrix Customer Success Services Priority Plus provides comprehensive support and services, designed to help you fully realize your business goals.

Priority Plus is designed for complex, global environments, where every second counts. You can customize its industry leading features to meet your business’ specific needs.

**Expert guidance**

**Technical Account Manager and Priority Customer Success Manager**

An assigned Technical Account Manager and Priority Customer Success Manager* will work with you to proactively understand your global needs, mission critical environment and business and technology objectives to ensure optimization of your Citrix solutions with leading practices.

**Proactive monitoring**

**Environment Supportability Reviews**

Exclusive access to periodic environmental supportability reviews providing proactive insights into risks, and supportability optimization for even greater ROI.

**Award-winning technical support and maintenance**

**Priority Access Queue & Critical Situation Management**

Priority access to experienced support engineers with deep technical expertise for faster problem resolution, installation, and configuration assistance. You’ll also receive product version updates and upgrades, plus critical situation management for severity one issues.

---

*Credit allowances expire annually (within 12 months) and must be consumed during that time period.

*Eligibility criteria applies for the Priority Customer Success Manager must be a Priority for Cloud customer with $1M minimum annual contract value or a Priority Plus for Cloud customer.
When everything hinges on your Citrix environment running smoothly, Priority Plus gives you our constant focus on your environment’s uptime. You’ll receive a dedicated, experienced team focused on maximizing the business value of your Citrix investments—and you can call on expert advice whenever you need it.

Our team of Citrix experts will help you optimize your Citrix solution, minimize risks, provide response and resolutions, and help you achieve success with your Citrix solution.

**Optimize your Citrix solution**

Get the most from your Technical Account Manager and Priority Customer Success Manager.

Your Technical Account Manager and Priority Customer Success Manager will work with you to understand your business critical environment, understand your business goals and align on a success plan that will help you meet your desired outcomes with your Citrix solution.

**Minimize risk**

Reduce risk and downtime with proactive insight and scheduled support.

Periodic Environment and Operational reviews identify product versions and configurations, use cases, trends, risks, barriers to adoption, and opportunities to optimize supportability for even greater return on your investment.

For your change events, schedule up to 80 hours of support to ensure you have the assistance you need during implementations, migrations, and updates—both within and outside of business hours.

**Rapid response and resolution targets**

Accelerate issue diagnosis and resolution, and resolve complex issues more quickly.

Get 24/7 access to our expert team of Priority Support Engineers. And for severity one issues, a Priority Critical Situation Manager will own and expedite remediation with a less than 10-minute target response time and a restoration target of less than four hours.
Your success is our success

The Priority Customer Success Services Framework

The Priority Framework is our comprehensive operational framework leveraged to deliver our service. It provides a continual focus on your success, service optimization, and supportability improvements to help you extract more value from your mission-critical solution.

Our streamlined delivery approach begins with an engagement and discovery process to understand your unique environment and technology journey. The engagement and discovery process also creates a holistic view of where you are today compared to where you need to be tomorrow.

A success plan is then jointly aligned to help you reduce and minimize risk. Next, our expert team works with you to implement your plan, aligning those outcomes with your business goals and objectives. Our team works to monitor progress against the plan and optimizes our partnered engagement to meet your needs and keep your Citrix solution at peak performance.

Priority Plus Customer Success Services Team

Our team of Priority Plus Support experts work together under the leadership of an assigned Technical Account Manager to provide an integrated proactive experience focused on enabling your success. Exclusive to Priority Plus, if you need support coverage in multiple geographies, we’ll work with you to build it.
Meet your Priority Plus Team

**Technical Account Manager**

- **Availability:** Business hours

> Your Technical Account Manager’s primary role is to understand your mission critical environment objectives and make sure your Citrix solutions run smoothly and deliver maximum business value.

Your Technical Account Manager will:

- Understand your mission critical environment
- Review your success roadmap to lower complexity and risk, improve supportability, increase adoption, and simplify upgrades
- Assess your Citrix solutions to optimize and mitigate supportability risks to maintain solution reliability
- Conduct regular Environment and Success Plan progress reviews
- Manage up to 80 hours of reserved scheduled support for change events related to implementations, upgrades, and migrations
- Provide root cause analysis for severity one and two issues to stop critical problems from reoccurring
- Serve as your technical advocate within Citrix Support and Engineering

**VP Executive Level Support Sponsor**

- **Availability:** 24/7/365
- **Severity 1 issues**

> As a Priority Plus Customer, we’ll give you unparalleled access by assigning you a VP-level Support Sponsor from our senior executive team to ensure all issues are dealt with promptly.

**Priority Customer Success Manager**

- **Availability:** 24/7/365

> “The Priority team takes the time to understand intimately what my environment looks like and understand our hardships, and then they take that back to their teams and make a great recommendation for us.”

> Warren Madridejos, Baptist Health System
Meet your Priority Plus Team

**Priority Support Engineers**  
Availability: 24/7/365

As a Priority Plus support customer, you’ll have unlimited support from our Priority Support Engineers, with fast-track access whenever you need it so we can help you resolve issues faster.

Our Priority Support Engineers will:

- Accelerate issue diagnosis and resolution
- Provide a less than 10-minute target response time for severity one issues
- Provide an elevated level of response with Priority routing

---

**Priority Critical Situation Manager**  
Availability: 24/7/365  
Severity 1 issues

Having an assigned Priority Critical Situation Manager makes it easy to expedite your most important cases when you need it the most. In Severity 1 situations, Priority Critical Situation Managers respond within minutes, and restore your environment within hours.

Your remote Priority Critical Situation Manager will:

- Take control of severity 1 issues from initiation to remediation to restoration
- Provide a less than four-hour restoration target for severity 1 issues
- Prioritize resources to restore your environment
- Share status updates and action plan
Customize and optimize with Priority Plus

Expert guidance

<table>
<thead>
<tr>
<th>Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Account Manager</td>
<td>Get the most from your investments with proactive support from an assigned Technical Account Manager. Your Technical Account Manager will work with you to proactively understand your mission critical environment, business and technology objectives, and ensure supportability of your Citrix solutions with leading practices.</td>
</tr>
<tr>
<td>Priority Customer Success Manager*</td>
<td>Get an elevated customer experience with your Priority Customer Success Manager. Your PCSM is your dedicated cloud transformation expert and works in partnership with your Priority Support team for a unified success plan to meet your business outcomes.</td>
</tr>
<tr>
<td>Success planning</td>
<td>Your Technical Account Manager and Priority Customer Success Manager will work with you to ensure your environment always supports your business objectives.</td>
</tr>
<tr>
<td>Executive level sponsor</td>
<td>A VP-level Support sponsor to act as your advocate within Citrix and make sure all your requirements and issues are dealt with promptly.</td>
</tr>
<tr>
<td>Configuration and installation assistance</td>
<td>The Priority Queue will provide general guidance and assistance with problems you encounter during product installation, upgrades, or configurations.</td>
</tr>
</tbody>
</table>

Proactive monitoring

<table>
<thead>
<tr>
<th>Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proactive Call Home</td>
<td>Scheduled health checks to regularly assess the state of your environment.</td>
</tr>
<tr>
<td>Citrix Workspace Environment Management</td>
<td>Intelligent resource management to deliver the best possible performance for environments with Citrix Virtual Apps and Desktops, formerly Citrix XenApp and XenDesktop.</td>
</tr>
<tr>
<td>Environment supportability and operational review</td>
<td>Minimize risk and downtime, with proactive insight. Your assigned Technical Account Manager will work with you to conduct a review of your environment, identifying product versions, use cases, risks and barriers to adoption and opportunities to optimize supportability—for even greater ROI.</td>
</tr>
</tbody>
</table>

*Eligibility criteria applies for the Priority Customer Success Manager must be a Priority for Cloud customer with $1M minimum annual contract value or a Priority Plus for Cloud customer.
Customizable Elective Packages

<table>
<thead>
<tr>
<th>Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Priority Plus Workspace Modernization Package</strong></td>
<td>Successful migration to Citrix Cloud service is the outcome of Workspace Modernization, featuring a phased approach, expert guidance, and the latest Citrix technologies.</td>
</tr>
<tr>
<td><strong>Priority Plus Global Technical Account Package</strong></td>
<td>Our Global Technical Account Package gives you access to two shared Technical Account Managers in different time zones to provide near-global coverage on all things Citrix.</td>
</tr>
<tr>
<td><strong>Priority Plus Dedicated Account Package</strong></td>
<td>With the Dedicated Account Package, you get undivided attention from a dedicated Technical Account Manager who focuses on your technical goals and helps you achieve them.</td>
</tr>
<tr>
<td><strong>Priority Plus Global Technology Package</strong></td>
<td>The Global Technology Package provides access to two Escalation Engineers in two different locations so global enterprises can proactively optimize their Citrix solution, while having immediate access to rapid issue resolution without going through traditional channels.</td>
</tr>
<tr>
<td><strong>Priority Plus Dedicated Technology Package</strong></td>
<td>The Dedicated Technology Package supplies a full-time Escalation Engineer specializing in a particular Citrix technology and your unique Citrix environment to proactively optimize your Citrix solution, while providing rapid issue resolution.</td>
</tr>
<tr>
<td><strong>Priority Plus Dedicated Consultancy Package</strong></td>
<td>The Dedicated Consultancy Package supplies a full-time, onsite Citrix Consultant who can administer, troubleshoot, maintain, and upgrade your environment, while providing expert IT skills and knowledge.</td>
</tr>
<tr>
<td><strong>Priority Plus Flex Package</strong></td>
<td>Anticipating needs for training, consulting, and support services on new technology, the Priority Plus Flex Package provides a credit allowance and planning assistance.1</td>
</tr>
</tbody>
</table>

Enablement

<table>
<thead>
<tr>
<th>Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Access to the Select eLearning Subscription</strong></td>
<td>Access to training covering architecture, installation, and initial configuration across all Citrix products and technologies, plus Latest Release training to stay current with Citrix technologies. Additional training and certifications are available for an additional fee.</td>
</tr>
<tr>
<td><strong>TechEdge event invitations</strong></td>
<td>Meet top Citrix support engineers face-to-face at this one-day training event during Synergy. Learn how to deploy, optimize, and troubleshoot mobility, virtualization, networking, and cloud technologies.</td>
</tr>
</tbody>
</table>

Program Terms

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).

Customers can purchase CSS in one (1) year increments up to a maximum of five (5) years. CSS is available during a product’s Mainstream Maintenance and Extended Maintenance Phases. Once a product version reaches the End of Life date, security related hot fixes, technical support and product downloads will no longer be available.

1Credit allowances expire annually (within 12 months) and must be consumed during that time period.
<table>
<thead>
<tr>
<th>Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>24/7/365, unlimited technical support</td>
<td>Unlimited access to Technical Support via phone, web, and live chat.</td>
</tr>
<tr>
<td>Number of technical contacts</td>
<td>Designate unlimited contacts to open and manage your cases.</td>
</tr>
<tr>
<td>Severity 1 fastest level response time*</td>
<td>Severity 1: &lt;10 minutes</td>
</tr>
<tr>
<td>Severity 1 fastest restoration target*</td>
<td>Non-Platform Restoration Target: &lt;4 hours</td>
</tr>
<tr>
<td></td>
<td>Cloud Platform Uptime: 99.5% availability in any 30-day calendar period</td>
</tr>
<tr>
<td>Software updates and upgrades</td>
<td>Access to software updates and upgrades as they become available.</td>
</tr>
<tr>
<td>Long Term Service Release (LTSR)</td>
<td>Access to the latest Citrix Virtual Apps and/or Desktops Long-Term Service Release (LTSR) and Cumulative Updates for companies that prefer to retain the same base version for an extended period.</td>
</tr>
<tr>
<td>Support for End-of-Life Products**</td>
<td>Option to purchase extended support for versions of Citrix Virtual Apps or Desktops that have reached End of Maintenance and End of Life milestones. An active Citrix Customer Success Services support subscription is required for extended support eligibility.</td>
</tr>
<tr>
<td>Live Chat</td>
<td>Get fast answers to general technical questions from Citrix Technical Support chat agents. You will be transferred to the web (eServices) queue if additional troubleshooting assistance is required.</td>
</tr>
<tr>
<td>Supportability Pack diagnostic tools</td>
<td>Identify and tackle minor issues fast, with a self-updating pack of key diagnostic tools.</td>
</tr>
<tr>
<td>Citrix App Layering</td>
<td>Publish a single copy of layered apps and OS patches across all your virtual environments.</td>
</tr>
<tr>
<td>Priority queue with direct access to Priority Engineers</td>
<td>Accelerate issue diagnosis and resolution. Get highest Priority Plus access to an enterprise-level team of seasoned Support Engineers, 24/7.</td>
</tr>
<tr>
<td>Critical Situation Management</td>
<td>A dedicated Priority Critical Situation Manager to take personal ownership of quickly restoring your environment in the event of Severity 1 issues.</td>
</tr>
<tr>
<td>Scheduled support for change events</td>
<td>Reserve 80 hours for your change events to ensure you have the reactive assistance and resources you need during advanced implementations, migrations and updates—whether they are inside or outside business hours.</td>
</tr>
<tr>
<td>Root Cause Analysis</td>
<td>In the event of a critical situation, upon request, a formal root cause analysis will be conducted.</td>
</tr>
</tbody>
</table>

*Best-in-class and Fastest response times are based on competitive offerings in the same industry and price tier. 24/7/365 Support - Citrix provides 24/7/365 for Severity 1 and 2 issues only. Assistance with 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 - 8:00 a.m. to 5:30 p.m. **For support on End of Life products, please see Extended Support. A separate contract is required. Certain products are not eligible.

At point of upgrade to Priority, all software licenses must be upgraded (i.e., customers may not have a mix of Select & Priority services on Software licenses). Service Level Compliance requires customers to maintain the same level of Customer Success Services (CSS) across all their assets in a particular product group (software, hardware appliances and SaaS are separate product groups). For example, a CSS Priority customer cannot also have CSS Select support on assets within that product group. Accordingly, the customer may be required to rescind licenses and/or issue an additional purchase order for a matching level of support on existing assets, in order to maintain compliance. In the event that Service Level Compliance is not maintained, the customer will be supported by Citrix at the lowest level in place for all assets in the applicable product group.
Award-winning technical support

Customers rank Citrix Support in the top of its class in customer satisfaction ratings.

87% of surveyed customers have been able to minimize downtime or proactively keep their environment operating at peak efficiency as a result of Customer Success Services.

Almost 70% of Citrix customers agree that Citrix Customer Success Services provides the best combination of Tech Support, proactive monitoring, enablement, and guidance capabilities in the industry.

“Citrix Customer Success Services is a must for anyone running a Citrix environment.”
— Michael Roberts, Network Administrator, South Georgia Medical Center

“I have successfully migrated a core Citrix service to the Cloud with the help of Citrix Customer Success Services.”
— Adeleke Kazeem, IT Manager, Avon Healthcare

“CSS provides the right level of support when and where you need it!”
— Bruce Preudhomme, Server Administrator, Insequence
Sources

Ratings (Page 10)


About Citrix

Citrix (NASDAQ:CTXS) aims to power a world where people, organizations and things are securely connected and accessible to make the extraordinary possible. We help customers reimagine the future of work by providing the most comprehensive secure digital workspace that unifies the apps, data and services people need to be productive, and simplifies IT’s ability to adopt and manage complex cloud environments. Citrix solutions are in use by more than 400,000 organizations including 99 percent of the Fortune 100 and 98 percent of the Fortune 500.

Learn more at www.citrix.com

© 2019 Citrix Systems, Inc. All rights reserved. Citrix is a trademark of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the U.S. Patent and Trademark Office and in other countries. All other trademarks and registered trademarks are property of their respective owners.