Make the most of your cloud journey

Migrating to the cloud can be one of the best things you'll ever do for your business, your workforce and your customers. Citrix Customer Success Services will help you get it right every step of the way, from designing and executing the best plan for your needs, to driving even more value over time.

GET STARTED WITH YOUR CUSTOMER SUCCESS MANAGER

As a benefit of your Citrix Cloud service, you'll have access to our Cloud Success team, which helps ensure that our services deliver the desired outcomes for your organization. At the center of this program, your Cloud Success Manager (CSM) helps you engage your users and connect with the right resources to achieve value across your Citrix Cloud journey.

To ensure that your cloud improves, evolves and grows with your business, your CSM will help you share best practices, develop new use cases, and put the latest cloud innovations to work.

If you haven't started your Cloud journey yet, let us help you plot your course with a Cloud Value Assessment or on-site workshop. Or get up-to-speed on your own by attending one of our monthly Technology in Practice webinars (bit.ly/CitrixTIPs).

ADVISE

Available services for assessment and design help you build out your workspace delivery architecture, project timeline and team, and create a training plan for your admins and users.

IMPLEMENT

Project-based engagements help you get your cloud services into production quickly, with configuration leading practices and user validation to ensure that the experience you deliver fulfills the promise of your vision. As you execute your plan, we'll help you define champions and SMEs, raise awareness, conduct pilots and enable users.

MANAGE

To shift focus to strategic initiatives, you can outsource day to-day cloud operations to Citrix Managed Services. We'll ensure maximum business impact while minimizing risk.

Explore Customer Success Services
for every phase of your cloud journey

→ Advise	→ Implement	→ Manage

Not sure where to start?
New to the cloud? We'll work with you to understand your unique needs and business goals, then help you define a cloud strategy that secures your workspaces, achieves your outcomes, and prioritizes your action items.

Included in all Cloud subscriptions:

CSS Select & Cloud Success Team:
24x7 unlimited access to technical support, feature updates, Select eLearning, & much more. Plus, an assigned Cloud Success Manager to help you maximize adoption and use of available resources for your Citrix Cloud subscription.

Citrix Cloud Installation Services:
Once your cloud strategy is defined, we will help you configure and implement your new Citrix Cloud solution. We'll leave you with a fully operational environment, which you can use to test and iron out any last minute considerations before fully deploying your Citrix environment.

Citrix Cloud Migration:
After you have succesfully installed the Citrix Cloud Solution, we'll work with you to identify and migrate your most critical workspaces, applications and use cases- designed to maximize feature enhancements and achieve meaningful adoption of your purchase quickly.

Citrix Managed Services for Cloud:
Looking for a completely turn-key solution? We'll care and manage your Citrix environment as if it were our own. Let us handle the everyday administration and management, leveraging leading practices for maximum availability, high-quality end-user experience, and peace-of-mind for you.

CSS Priority and Priority Plus:
Looking for extra support optimized for business-critical deployments? Priority and Priority Plus is your answer. Leverage all of the benefits of Select, plus a dedicated Technical Account Manager, expedited response times, and access to premium training content.

Education:

Maximize your team's productivity and prepare for your new cloud environment. Ask your Cloud Success Manager about a custom Education plan designed to meet your needs. Be sure to ask about our cloud-specific training courses below.

CXD-252 - Moving to the Citrix Virtual Apps and Desktops Service on Citrix Cloud with Microsoft Azure

CEM-205 - Manage Citrix Endpoint Management

Cloud Benefits:

73% of Citrix Cloud Customers agreed the Cloud Success team was key to their successful implementation and adoption of Citrix Cloud service.
~https://www.techvalidate.com/tvid/7AE-CE0-776

Ready to begin your cloud transition?

Wherever you are on your cloud journey, we'll meet you there and help you achieve your goals quickly, securely and in the right way to deliver optimal value for your business.
Contact your Citrix representative to learn more

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