



## Citrix Joins Cisco and NetApp in Delivering FlexPod Cooperative Support

### Answering the Need for Streamlined Multivendor Support

#### Purpose-Built, Best-in-Class Solutions

Today's IT infrastructures are complex and sold by multiple vendors. Implementing and maintaining systems in multivendor environments can require specialized knowledge, making it difficult to provide support when something goes wrong.

Converged infrastructure solutions, such as the FlexPod® data center platform from Cisco and NetApp, remove the complexity from technology. FlexPod couples best-in-class components with simplified management and validated design guides to create repeatable, scalable deployments.

### Coordinated Support Solution

#### A Team United

Ongoing joint investment between Cisco, NetApp, and Citrix enhances support collaboration so that together, we enable your FlexPod system to benefit from the most up-to-date technology and operate at peak efficiency. Should the need arise, NetApp, Cisco, Citrix, and our partners work together as one team to deliver streamlined, coordinated support to get you back to business quickly.

### FlexPod Expertise

#### Our Expertise Reduces Your IT Staff's Workload and Minimizes Downtime

The foundation of the FlexPod Cooperative Support Model's streamlined efficiency is the ongoing, tight collaboration between NetApp, Cisco, Citrix, and our partners. NetApp, Cisco and Citrix support engineers receive significant crosstraining to improve the Cooperative Support experience and speed resolution time for customers.

Today, 98% of all FlexPod Support cases are resolved by the first vendor contacted, with no further escalation required. For the 2% of issues that require multivendor engagement, our jointly trained support experts use formal processes to expedite cross-company escalations and deliver a coordinated technical resolution.

## FlexPod Cooperative Support Model

### Introducing Citrix

The Cooperative Support Model leverages the combined experience, resources, and technical expertise of NetApp, Cisco, and our industry-leading partners.

The addition of Citrix provides enhanced cooperative support for FlexPod customers running Citrix XenDesktop, Citrix XenServer, and Citrix CloudPlatform. It also provides customers with a more streamlined response to their issues because the Cooperative Support Lab now includes Citrix, which allows us to more easily replicate and resolve multivendor issues.

Other FlexPod Cooperative Support partners include VMware, Microsoft, Red Hat, Oracle, and SAP. Together we provide a simplified process for identifying and resolving FlexPod integration issues, regardless of where the problem resides.

NetApp and Cisco use the established interoperability support framework of the Technology Support Alliance (TSAnet) to provide a proven cross-technology support process and expedite multivendor resolution times. TSAnet is the industry-recognized leader in effective multivendor support management. NetApp, Cisco, Citrix, and our partners have a long-standing history of using TSAnet to successfully resolve multivendor support issues.

## How It Works

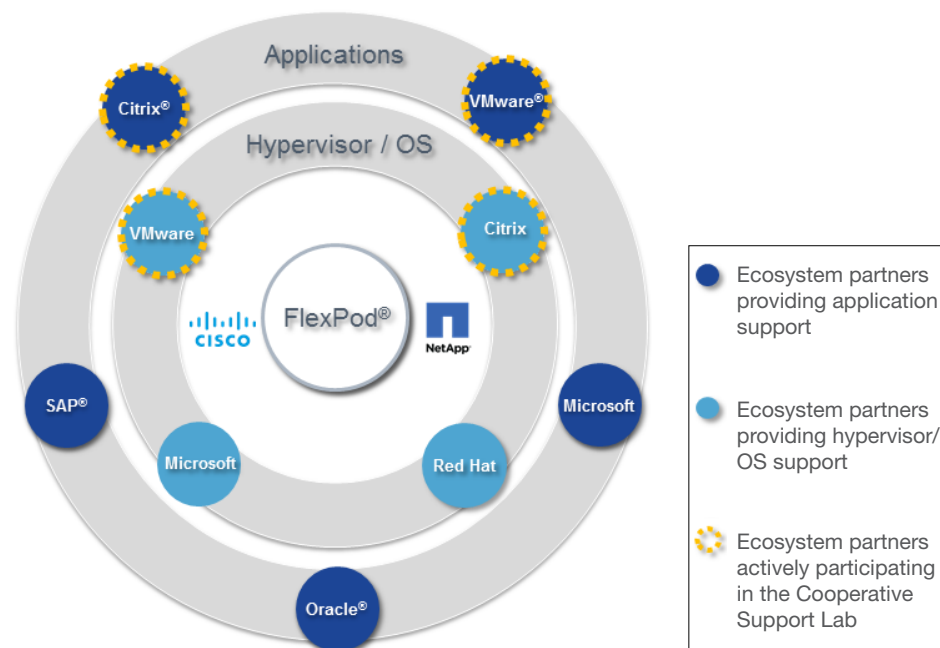
### Engaging the Right Vendor

Initiate your support case by contacting the vendor most likely to support your issue. The support expert from the contacted vendor determines whether your issue is isolated to that company's components. Regardless of the root cause, the contacted vendor expert will work cooperatively with his or her counterparts to resolve your issue.

## Cisco and NetApp

### A History of Collaboration Between Industry Leaders

NetApp and Cisco are industry leaders, each with a powerful global presence. We have been working together on a shared virtualized data center vision since 2003. We are transforming the data center with highly efficient virtualization and cloud computing solutions built on jointly validated reference architectures. Together we've helped thousands of our mutual customers to increase efficiency and agility and reduce TCO.



**Figure 1) FlexPod Cooperative Support Model: An Ecosystem of Partners**

A multivendor engagement that includes not only NetApp and Cisco, but also an ecosystem of software partners such as Citrix, VMware, Microsoft, Red Hat, Oracle, SAP, and others.

## FlexPod Cooperative Support Model

### Process Overview

1. Customer contacts the vendor whose component is suspected of causing the issue.
2. NetApp and Cisco work cooperatively to resolve the issue.
3. All cases remain open with each vendor until the customer agrees that the issue is resolved.

### An Ecosystem of Partners

- Strong relationships among best-in-class alliance partners
- 98% of support cases do not require escalations to other partners/vendors
- Formal processes in place to expedite cross-vendor escalations when necessary

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