

Citrix Appliance Maintenance

Unlimited support, latest software upgrades and replacement of malfunctioning appliances

Citrix Appliance Maintenance provides unlimited worldwide technical support, latest software upgrades and replacement of malfunctioning appliances to keep your Citrix hardware running optimally.

Citrix Appliance Maintenance helps mitigate risk and protect your Citrix environment.

Why Citrix Appliance Maintenance?

- Unlimited worldwide support, contacts and incidents
- Access to new product features, updates, enhancements and fixes
- Replacement of malfunctioning appliances
- 4 levels of support Gold Plus, Gold, Silver and Bronze
- Support tools and knowledge resource access
- Discount to Citrix Synergy™
- Peace of mind for your IT Staff

Comprehensive support services are essential to ensure high availability and top performance of all Citrix® infrastructure components throughout their lifecycle. Citrix Appliance Maintenance enables you to effectively and efficiently deploy and administer your Citrix networking environment, regardless of your organization's size or complexity. This allows you to achieve the greatest returns from your Citrix investment.



900

Citrix Support Services has over 900 Support Professionals and Engineers trained on Citrix products – carrying certifications in CCA to CCP.



6/8

6 support centers around the world with support available in 9 supported languages - including English, Spanish, Portuguese, French, German, Cantonese, Mandarin, Korean and Japanese.



200,000

Our experts collectively handle over 200,000 cases per year and use Citrix GoToMeeting® and Citrix GoToAssist® - ranked #1 remote support service by IDC.

24X7X365 Support

“Follow the sun support is fantastic...when I need Citrix support the need is dire. Having experts around the globe really helps greatly.”

Andrew Esposito,
Wachovia Retail, United States

Maintenance levels

Products supported: NetScaler®, CloudBridge™, NetScaler Gateway™

Maintenance Option	Description of Service
NEW Gold Plus	24x7x 365 coverage hours Unlimited incidents during each one-year term One year of software updates and bug fixes Advanced replacement for materials delivery within 4 hours ¹ Manufacturer's Warranty Coverage: Hardware – 1 year Software – 90 days
Gold	24x7x365 coverage hours Unlimited incidents during each one-year term One year of software updates and bug fixes Advanced replacement for material s ² Manufacturer's Warranty Coverage: Hardware – 1 year Software – 90 days
Silver	Business hours Unlimited incidents during each one-year term One year of software updates and bug fixes Advanced replacement for materials ² Manufacturer's Warranty Coverage: Hardware – 1 year Software – 90 days
Bronze	Business hours Unlimited incidents during each one-year term One year of software updates and bug fixes Standard replacement for materials ³ Manufacturer's Warranty Coverage: Hardware – 1 year Software – 90 days

¹ Delivery within 4 hours after Citrix authorizes the issuance of a replacement product from the service center to review the full service details and eligibility, visit citrix.com/appliancemaintenance.

² Ships within 1 business day after issuing the RMA number*.

³ Ships within 10 business days after issuing RMA number*.

* Please note that in countries where regulation requires export approval documentation in advance of RMA shipment, the time for shipment may be longer.

Recommended additional services

Utilizing a Technical Relationship Manager (TRM) is a highly effective way to support and maximize the performance of your networking investment. A TRM offers you a designated, highly trained single point-of-contact who has extensive experience delivering Citrix solutions and is equipped to troubleshoot and resolve complex issues quickly. With over 200 TRMs, touching over 1,300 organizations, our goal is to minimize downtime to your business with proactive solutions.

Here are a few of the reasons to consider the Technical Relationship Manager Service:

- Proactive management for your environment
- Designated advocate at Citrix
- One-on-one relationship
- Reduced support costs and risks

Contact us

To learn more about Citrix Appliance Maintenance, visit us on the web at citrix.com/appliancemaintenance or contact your local Citrix Solution Advisor.

**About Citrix**

Citrix (NASDAQ:CTXS) is leading the transition to software-defining the workplace, uniting virtualization, mobility management, networking and SaaS solutions to enable new ways for businesses and people to work better. Citrix solutions power business mobility through secure, mobile workspaces that provide people with instant access to apps, desktops, data and communications on any device, over any network and cloud. With annual revenue in 2014 of \$3.14 billion, Citrix solutions are in use at more than 330,000 organizations and by over 100 million users globally. Learn more at www.citrix.com.

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