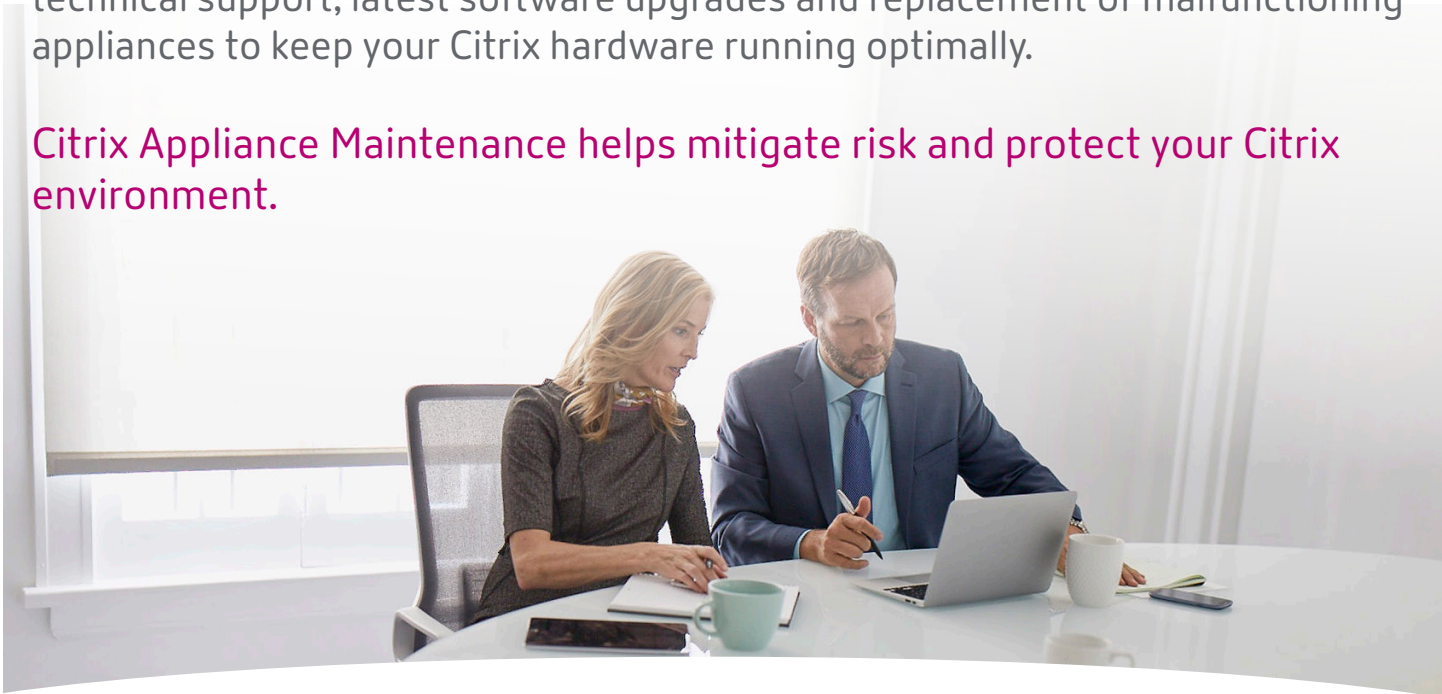


# Citrix Appliance Maintenance

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.



## What is Appliance Maintenance?

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.



- 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

**Maintenance levels**

Products supported: Citrix ADC, Citrix SD-WAN, Citrix Gateway, formerly NetScaler ADC, NetScaler SD-WAN, NetScaler Gateway

| Maintenance Option | Description of Service   |
|--------------------|--|
| <b>Gold Plus</b>   | 24x7x 365 coverage hours<br>Unlimited incidents during each one-year term<br>One year of software updates and bug fixes<br>Advanced replacement for materials delivery within 4 hours <sup>1</sup><br>Manufacturer’s Warranty Coverage:<br>Hardware – 1 year<br>Software – 90 days |
| <b>Gold</b>        | 24x7x365 coverage hours<br>Unlimited incidents during each one-year term<br>One year of software updates and bug fixes<br>Advanced replacement for materials <sup>2</sup><br>Manufacturer’s Warranty Coverage:<br>Hardware – 1 year<br>Software – 90 days                          |
| <b>Silver</b>      | Business hours<br>Unlimited incidents during each one-year term<br>One year of software updates and bug fixes<br>Advanced replacement for materials <sup>2</sup><br>Manufacturer’s Warranty Coverage:<br>Hardware – 1 year<br>Software – 90 days                                   |
| <b>Bronze</b>      | Business hours<br>Unlimited incidents during each one-year term<br>One year of software updates and bug fixes<br>Standard replacement for materials <sup>3</sup><br>Manufacturer’s Warranty Coverage:<br>Hardware – 1 year<br>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 <https://www.citrix.com/support/programs/appliance-maintenance>
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.

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](https://citrix.com/appliancemaintenance) or contact your local Citrix Solution Advisor.

### 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

## 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.

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Learn more at [www.citrix.com](http://www.citrix.com)

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