

XenApp & XenDesktop Servicing Options

Citrix provides you with new servicing options for XenApp and XenDesktop to better align your long term support, security and enterprise systems planning goals with the rapid, feature-rich releases of our innovative, market-leading app and desktop virtualization solutions.

How it helps?

“As much as large enterprises would like to rapidly add new features to XenApp/XenDesktop implementations, oftentimes, that’s just not feasible. Long Term Service Release is particularly beneficial to large enterprises that are focused on stability. By providing patches, hotfixes, and service packs that are sans new features, stability is preserved and change control impact is minimized. As needed, projects focused on upgrading and adding features can be undertaken with appropriate planning.”

— Jo Harder, CTP, Cloud Architect, and Industry Analyst.

Citrix delivers new features and functionality for XenApp and XenDesktop frequently to keep your business competitive, streamline IT operations, enhance data security, and ensure your employees have access to their business resources from anywhere. We know you need to balance the rapid pace of innovation with long term planning to control the risk and expense of introducing change to your enterprise app and desktop delivery solution.

Citrix now provides servicing options to give you greater flexibility and choice in how you adopt new XenApp and XenDesktop functionality while giving you greater predictability for maintaining and managing the support of your environment.



Long Term Service Release

Long Term Service Releases (LTSR) of XenApp and XenDesktop are ideal for large enterprise production environments where you would prefer to retain the same base version for an extended period without adding new functionality. With LTSR, you will have regular access to fixes void of new functionality for predictable on-going maintenance. To provide you with the highest level of quality and stability, XenApp and XenDesktop components are extensively deployed and proven in customer environments before they are incorporated into the LTSR. With each LTSR comes new extended support timelines that let you plan ahead for upgrades at a pace that’s right for you and your organization.



Current Release

Current Releases (CR) of XenApp and XenDesktop deliver the latest, most innovative app and desktop virtualization features and functionality allowing you to stay on the cutting edge of technology and ahead of your competition. Ideal for agile environments where you can rapidly deliver the newest app and desktop virtualization features, including both production and test environments. On-going support and maintenance for Current Releases is aligned with the frequent release cycles. Instead of managing new releases and patches independently, with Current Releases you can simply upgrade to the latest release which includes fixes and new functionality side-by-side.

Key Considerations

- You can have a Long Term Service Release site and Current Release site running side-by-side.
- You aren't required to keep a site on a Long Term Service Release, you can move a LTSR site to a Current Release at any time.
- Not all XenApp and XenDesktop components will have a Long Term Service Release (e.g Personal vDisk, Receivers, etc), however a new component can be added at a later date.
- XenApp (Advanced, Enterprise, Platinum) and XenDesktop (VDI, Enterprise, Platinum) will have access to Long Term Service Releases, however Software Maintenance is required to receive the full benefits.
- Citrix will provide you with a tool to help you determine if you are Long Term Service Release compliant and qualify for the extended timelines.
- Software Maintenance is required for the Long Term Service Release lifecycle milestones. However access to Current Releases is available to Subscription Advantage and Software Maintenance customers.

Benefits of Long Term Service Releases

Extended Lifecycle



Supported for 10 years

Citrix typically announces a five year mainstream support life-cycle for each major release, but with LTSR the clock restarts. For a Long Term Service Release, you will have 5 years of mainstream support and 5 years of extended support (separate contract required).

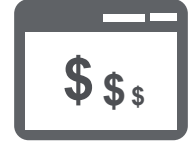
Predictable Maintenance



Regularly scheduled updates

Citrix will release cumulative updates for LTSR environments on a predictable schedule. These updates will typically contain the required fixes - devoid of new features - making it easier to schedule on-going site maintenance to preserve the long term integrity of the environment.

Reduced IT Costs



Simplified management

Opting to implement a LTSR of XenApp or XenDesktop will give you access to the highest quality product releases with the most predictable maintenance schedule to streamline your management efforts, reduce uncertainties and mitigate risks, thereby lowering your total cost of ownership.

Benefits of Current Releases

New Use Cases



Address new business challenges

Each employee is different and has different business needs. The flexibility of the XenApp and XenDesktop architecture enables you to address the broadest range of these needs. The fast pace of Current Releases of XenApp and XenDesktop will bring new features to market enabling you to address even more use cases to completely mobilize your workforce.

Rapid Innovation



Quickly deliver new features

You are constantly taking measures to protect your company's intellectual property and keep your workforce productive, but the IT world changes quickly and you need access to the latest app and desktop delivery features to stay competitive. Current Releases will give you fast access to the latest security, productivity, and collaboration features.

Faster Enhancements



Faster delivery of enhancements

Your requests for enhancing XenApp and XenDesktop make the solution more versatile. With Current Releases the turnaround time on getting your features implemented into the overall solution architecture will be much shorter. Faster release cycles let Citrix deliver new features that address your enhancement requests and make them generally available for all customers to consume.

Compare Cumulative Updates and Version Upgrades

Cumulative Update	Version Upgrades
Maintenance Release	New Feature Release
Software release that provides maintenance corrections and/or fixes	Software release that provides functional enhancements as well as fixes
Available to Software Maintenance Customers	Available to Software Maintenance and Subscription Advantage Customers

Compare Long Term Service and Current Releases

	Long Term Service Release (LTSR)	Current Release (CR)
Software Maintenance Required	Yes ¹	Optional ²
Product Lifecycle Timelines	5 years of mainstream support + 5 years of extended support ³	Standard product lifecycle milestones ⁴
Access to Releases	Citrix.com/Downloads	Citrix.com/Downloads
Cumulative Updates	Yes ⁵	No ⁶
Includes Fixes	Yes ⁷	Yes ⁸
Cumulative Update Schedule	4-6 months ⁹	N/A
Release Schedule	12-24 months ⁹	3-9 months ⁹
Enhancement Requests	No enhancements until next LTSR	Rapid release cycles, more opportunities for enhancements

¹ Software Maintenance Program information available at <https://www.citrix.com/support/programs/software-maintenance.html>

² Subscription Advantage or Software Maintenance is required and standard terms apply. Separate support contract is required with Subscription Advantage.

³ Separate support contract is required for extended support: <https://www.citrix.com/support/programs/extended.html>

⁴ Standard product lifecycle milestones information is available at: <https://www.citrix.com/support/product-lifecycle/milestones.html>

⁵ Cumulative Updates will typically contain fixes only for Long Term Service Release sites. You will be asked to install relevant Cumulative Updates on Long Term Service Release sites.

⁶ Rapid release cycles allow you to add new features and all public fixes by upgrading to the next current release. You will be asked to upgrade current release sites to a newer release that includes relevant fixes as well as new features and functionality.

⁷ Customers on Long Term Service Releases will be asked to update to next Cumulative Update that contains the fix.

⁸ Customers on Current Releases might be asked to upgrade to next release that contains the fix.

⁹ General guidance, Citrix does not make product roadmaps public.

Learn more about XenApp and XenDesktop Servicing Options

www.citrix.com/support/ltsr

**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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