



Citrix Customer Success Services

Select

Enjoy award-winning, always-on technical support with the fastest response times in the industry and access to product version updates.¹

Start minimizing risk and maximizing return

Whether you're in the cloud, on premise, or anywhere in between, Customer Success Services Select provides a new kind of engagement. One that doesn't just keep you up and running, but ensures you're getting the greatest possible value from your Citrix investments.

Our new, industry-leading Select offering delivers:



Award-winning technical support and maintenance

Anytime access to deep expertise for installation, configuration, and problem resolution, plus product version updates and upgrades.



Expert guidance

Real-time contact with Citrix experts and best practices for assistance with planning new deployments, upgrades, and migrations.



Enablement

Access to training, so you and your organization can continuously build and develop skills.



Proactive monitoring

Exclusive use of tools, analytics, adoption insights, and cloud services enabling proactive monitoring and issue prevention.

Select key benefits:

- Unlimited access to 24/7/365 award-winning support
- Fastest response times in the industry for technical support
- Latest product updates and new releases
- Configuration and installation assistance
- Live chat, acceleration and automation tools, training, and other exclusive value-added features
- Access to Citrix App Layering and Workspace Environment Management

What our customers say

“Citrix Customer Success Services is a no brainer. It will save you significant amounts of time and money by eliminating potential holes and problems as well as ensuring your investment in Citrix will pay off”.

Parker Guymon
Sales Manager, DynaQuest Technologies

“I have successfully migrated a core Citrix service to the Cloud with the help of Citrix Customer Success Services”.

Adeleke Kazeem
IT Manager, Avon Healthcare

“CSS helps us deliver minimal down time for employees while maximizing customer satisfaction”.

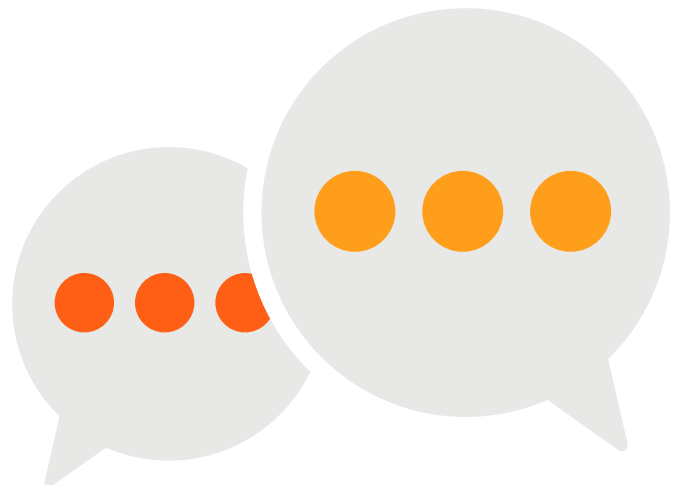
Kyle Scott
Sales Manager, LeBerge & Curtis

“Customer Success Services is available when needed and are always very thorough. I always learn something new when working with support”.

Aaron Long
Infrastructure Engineer II, Corporate One Federal Credit Union

“It’s very important that our systems are up and available 24/7. Having CSS behind me is really like having an entire team of IT consultants at my beck and call 24/7. I am only as good to my users as the support behind me”.

Nick Casagrande, IT Director
State Employees’ Credit Union



What you get with Citrix Select



Award-winning technical support and maintenance

Features	Description	Benefit
Software Updates and Upgrades	Access to software updates and upgrades as they become available.	<ul style="list-style-type: none"> Reduce risk of site interruption due to known issues with Citrix product updates Stay on top of the latest Citrix product features and bug fixes with product upgrades.
Long Term Service Release (LTSR)	<p>Access to the latest Citrix Virtual Apps and/or Desktops, formerly Citrix XenApp and XenDesktop. Long-Term Service Release (LTSR) and Cumulative Updates for companies that prefer to retain the same base version for an extended period.</p> <p>Available exclusively with a Customer Select Services support agreement. Support is provided for 5 years from each LTSR release with an option to purchase extended support for an additional 5 years when mainstream support ends.</p>	<ul style="list-style-type: none"> Retain the same base version of Citrix Virtual Apps and/or Desktops for an extended period with predictable maintenance and scheduled cumulative updates Get peace of mind with 5-year mainstream support and optional 5-year extended support for an additional fee
Anytime, Unlimited Technical Support	Unlimited access to Technical Support via phone, web, and live chat. (See Best-in-Class Response Times for Hours of Operation).	<ul style="list-style-type: none"> Get help from Citrix Technical Support around the clock for critical issues and local business hours for all other issues
Number of Technical Contacts Per Contract	Unlimited customer contacts may be designated to open and manage cases.	<ul style="list-style-type: none"> Always quick and direct access with an unlimited number of admin contacts per support agreement
Best-in-Class Response Times*	Citrix Technical Support assistance is available 24/7/365 for Severity 1 incidents (site outage) with a response time < 30 minutes. Assistance with Severity 2 (site degradation) and all other issues is available during local business hours with a response time of 2 or 8 hours respectively.	<ul style="list-style-type: none"> Get to a Citrix Support Engineer within 30 minutes for critical (site outage) issues 24/7/365 Get help with non-critical issues within 8 local business hours
Live Chat	Get fast answers to general technical questions from Citrix Technical Support chat agents. Customers will be transferred to the web (eServices) queue if additional troubleshooting assistance is required.	<ul style="list-style-type: none"> Save time when looking for answers to quick questions and support article recommendations Avoid making an extra call or repeating details if additional assistance is required by requesting a call from a Support Engineer
Supportability Pack	Citrix Supportability Pack offers a collection of frequently used diagnostic tools created by Citrix Support and Engineering teams. The Supportability Pack eliminates the need to download tools from the Knowledge Center and includes an auto-update feature that checks for latest tool versions.	<ul style="list-style-type: none"> Save time when diagnosing and resolving issues with a collection of tools available in a single download with auto-update capability

*Best-in-class and Fastest response times are based on competitive offerings in the same industry and price tier. 24/7/365 Support - Citrix provides 24/7/365 for Severity 1 issues only. Assistance with Severity 2 (site degradation) and all other issues is available during local business hours, Monday - Friday excluding local public holidays. America - 8:00 a.m. to 9:00 p.m., EMEA - 8:00 a.m. to 6:00 p.m., APAC - 8:00 a.m. to 5:30 p.m., Japan - 8:00 a.m. to 5:30 p.m.

What you get with Citrix Select

Support & maintenance (CONTINUED)

Features	Description	Value Highlights
Acceleration and Automation Tools	<p>Cloud-based Smart Tools that provide Citrix-developed best practice blueprints to speed up POC efforts and accelerate Citrix product deployment, upgrades, and migrations.</p> <p>Partners and Citrix Consulting Services may leverage and modify these blueprints when working with customers on design and implementation projects.</p>	<ul style="list-style-type: none"> Accelerate migration from Citrix Virtual App 6.5 to the latest version of Citrix Virtual Apps and/or Desktops with the Smart Tools Reduce time to build POCs or deploying Citrix products using Smart Tools blueprints developed by Citrix and Citrix Partners
Support for End-of-Life Products**	<p>Option to purchase extended support for for versions of Citrix Virtual Apps or Desktops that have reached End of Maintenance and End of Life milestones. An active Citrix Customer Success Services support subscription is required for extended support eligibility.</p>	<ul style="list-style-type: none"> Allow extra time while planning an upgrade to the latest Citrix Virtual Apps and/or Desktops version with a supplemental extended support agreement at an additional fee
Citrix App Layering	<p>App Layering allows you to install applications and operating system patches once, and use them as part of any image you deploy.</p> <p>You can publish Layered Images as open standard virtual disks usable in any environment. This allows you to maintain a single Windows installation, and a single copy of each application for all of your images across all of your virtual environments.</p>	<ul style="list-style-type: none"> Wraps applications in a Layer, and stores the Layers as virtual disks Install an application or an operating system once, and deploy it as part of any number of images Combine App Layers and an OS Layer as part of a Layered Image, and publish it to your target platform



Expert guidance

Features	Description	Value Highlights
Configuration and Installation Assistance	<p>Citrix Technical Support will provide general guidance and assistance with problems encountered during product installation, upgrades, or configurations.</p> <p>However, customers who require additional assistance for things like personalized design and implementation assistance will be guided to our Sales and Services team for Partner or Citrix Consulting.</p>	<ul style="list-style-type: none"> Let us take you beyond break-fix support and speed up time to value with installation troubleshooting and configuration guidance Leverage our Partners or Citrix Consulting services for fee-based design and implementation assistance
Premium Knowledge Center	<p>Exclusive access to product best practice guides as well as TechEdge session content. Article subscription provides configurable alerts when articles are updated.</p>	<ul style="list-style-type: none"> Learn how to scale and configure Citrix products based on proven best practices Stay on top of support article updates with article subscriptions

**For support on End of Life products, please see [Extended Support](#). A separate contract is required. Certain products are not eligible.

What you get with Citrix Select

Enablement

Features	Description	Value Highlights
Access to the Select eLearning Subscription	<p>Access to training covering architecture, installation, and initial configuration across all Citrix products and technologies, plus Latest Releases training to stay current with Citrix technologies.</p> <p>Additional training and certifications are available for an additional fee.</p>	<ul style="list-style-type: none"> • No limit to the number of individuals within your organization who can learn • Continuously build skills as new training modules are added regularly • Continue learning with additional training and certifications for a fee
TechEdge	<p>Meet face to face with top Citrix support engineers in this one-day training event during Synergy.</p> <p>Learn how to deploy, optimize, and troubleshoot mobility, virtualization, networking, and cloud technologies. You'll have the opportunity to ask questions, have in-depth discussions, and network.</p>	<ul style="list-style-type: none"> • Learn the latest troubleshooting techniques, best practices, tools and tips • Gain the knowledge to do your job more effectively • Meet face to face with the support experts to ask questions, have in-depth discussions and network

What you get with Citrix Select



Proactive monitoring

Features	Description	Value Highlights
Proactive Call Home	<p>Call Home provides scheduled upload of Citrix Virtual Apps and Desktops site data to Citrix Insights Services (CIS) to check the health for sites with Citrix Virtual Apps and Desktops. Configurable by day and time, the data upload reflects the state of the site at upload time.</p> <p>Similar to Scout that offers on-demand data upload and analysis, Call Home is designed to offer proactive scheduled uploads of data to check site health and provide email notification when analysis is completed.</p>	<ul style="list-style-type: none"> • Be pro-active with scheduled site health checks • Review results analysis (email notification) to get ahead of potential problems
System Monitoring	<p>Access to cloud-based Smart Tools that provide on-demand health checks for sites with Citrix Virtual Apps and Desktops. Smart Checks identify and assist with resolving common issues such as VDA registration and site services configuration and database communication.</p> <p>Results are displayed as a snapshot of the site that pinpoints problem areas with click-down details and actions required to resolve issues. Smart Check also includes on-demand monitoring of product updates to ensure the site is current with fixes for known issues.</p>	<ul style="list-style-type: none"> • Leverage cloud-based Smart Tools and Smart Check for on-demand troubleshooting or proactive monitoring of sites with Citrix Virtual Apps and Desktops • Reduce time troubleshooting known issues by ensuring your sites with Citrix Virtual Apps and Desktops components are patched with the latest product updates using on-demand update checks
Workspace Environment Management	<p>Workspace Environment Management uses intelligent resource management and Profile Management technologies to deliver the best possible performance, desktop logon, and application response times for deployments of Citrix Virtual Apps and Desktops.</p> <p>It is a software-only, driver-free solution.</p>	<ul style="list-style-type: none"> • Optimize Citrix Virtual Apps and Desktops application response times with intelligent resource management • Get users to their apps and desktops faster with multi-threaded processing of user environment settings

Program Terms

In order to receive CSS benefits, customers must have active CSS for 100% of its licenses, within one product line, and under a single ORG ID. This is known as the "All-in Rule".

Partial CSS coverage within a product line is not permitted. If the customer has licenses that are no longer in use, they have the option to permanently rescind such licenses in order to exclude these from pool of licenses for which CSS is being purchased. License transfers to new or existing ORG IDs, for the purpose of avoiding the All-in Rule is not permitted. A customer is not permitted to extend the benefits of CSS to any licenses that do not have an active CSS agreement. Compliance will be monitored and without waiving other remedies, Citrix reserves the right to suspend CSS benefits and invoice a customer for any underpaid CSS fees for compliance violation(s).

Customers can purchase CSS in one (1) year increments up to a maximum of five (5) years. CSS is available during a product's Mainstream Maintenance and Extended Maintenance Phases. Once a product version reaches the End of Life date, security related hot fixes, technical support and product downloads will no longer be available.

Award-winning technical support



Citrix has been honored with the 2017 STAR Awards for Best Practices in Knowledge Management and Best Practices in Service Offer Development from Technology Services Industry Association.



Citrix Technical Support Earns the "Rated Outstanding Assisted Support Global" Certification from Technology Services Industry Association for 2016 and 2017.



Citrix is a recipient of the 2015 and 2016 NorthFace ScoreBoard Award SM for World Class Excellence in Customer Service.



Citrix earns the 2017 Insights to Action (I2A) Silver Award from Qualtrics.

Customers rank Citrix Support in the top of its class in customer satisfaction ratings.

79% of customers agreed: "Citrix Tech Support is a must for any transformative IT deployment".

87% of surveyed customers have been able to minimize downtime or proactively keep their environment operating at peak efficiency as a result of Customer Success Services

Almost **70%** of Citrix customers agree... Citrix Customer Success Services provides the best combination of Tech Support, proactive monitoring, enablement, and guidance capabilities in the industry.

More than **50%** of Citrix customers have been able to minimize downtime as a result of Citrix Customer Success Services.

Sources

Ratings (Page 8)

1. Ratings based on a Net Promoter Score of 72%, which is a pacesetter score and above the industry average.
Industry benchmarks and comparison data provided by Technology Services Industry Association | TSIA.
 2. <https://www.techvalidate.com/product-research/citrix-worldwide-consulting-and-education/facts/9EB-4C3-32F>
<https://www.techvalidate.com/tvid/35A-5B4-1AE>
 3. <https://www.techvalidate.com/product-research/citrix-worldwide-consulting-and-education/facts/3B1-604-B75>
 4. <https://www.techvalidate.com/product-research/citrix-worldwide-consulting-and-education/facts/071-24C-151>
 5. <https://www.techvalidate.com/product-research/citrix-worldwide-consulting-and-education/facts/288-D98-43A>
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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.

Learn more at www.citrix.com

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