Citrix Software Maintenance

Unlimited 24x7x365 support with product version updates

Citrix Software Maintenance combines world class 24x7x365 unlimited worldwide support with product version updates to keep your Citrix environment running optimally.

**Citrix Software Maintenance helps mitigate risk and protect your Citrix environment.**
Comprehensive support services are essential to ensure high availability and top performance of all Citrix® infrastructure components throughout their lifecycle. Citrix Software Maintenance enables you to effectively and efficiently deploy and administer your Citrix Software solutions regardless of your organization’s size or complexity. This allows you to achieve the greatest returns from your Citrix investment.

**Why Citrix Software Maintenance?**
- 24x7x365 unlimited support
- Product version upgrades
- Unlimited Contacts
- Unlimited Incidents
- Support tools and knowledge resource access
- Discount to Citrix Synergy™
- Peace of mind for your IT Staff

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**Citrix Support Services**

900 Support Professionals and Engineers trained on Citrix products – carrying certifications in CCEE, CCIA and MCTS.

6 support centers around the world with support available in 8 supported languages – including English, Spanish, Portuguese, French, German, Mandarin, Korean and Japanese.

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

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**24X7X365 Support**

“Business critical operations are trusted to Citrix products. Citrix Support ensures that they are available 24/7, 365.”

IT Professional,
Global 500 Transportation Company, United States
Recommended additional services

Utilizing a Technical Relationship Manager (TRM) is a highly effective way to support and maximize the performance of your software investment. A TRM offers you a designated, highly trained single point-of-contact that 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

Servicing Options for XenApp and XenDesktop

SWM Customers can opt to implement a Long Term Service Release of XenApp and XenDesktop to receive 5 years of mainstream support and 5 years of extended support for a single release or frequently implement Current Releases of XenApp and XenDesktop for access to the latest features and enhancements. Learn more about Long Term Service Release.

Contact us

To learn more about Citrix Software Maintenance, visit us on the web at citrix.com/support/software-maintenance or contact your local Citrix Solution Advisor.
Fact Sheet

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About Citrix

Citrix (NASDAQ:CTXS) is a leader in mobile workspaces, providing virtualization, mobility management, networking and cloud services to enable new ways to work better. Citrix solutions power business mobility through secure, personal workspaces that provide people with instant access to apps, desktops, data and communications on any device, over any network and cloud. This year Citrix is celebrating 25 years of innovation, making IT simpler and people more productive. With annual revenue in 2013 of $2.9 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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