



Citrix Support and Maintenance Services

Optimize your Citrix software and hardware investment throughout its lifecycle

Comprehensive support and maintenance services are essential to ensure high availability and top performance of all Citrix infrastructure components throughout their lifecycle. Citrix Support enables you to effectively deploy and administer everything within the Citrix portfolio, including Citrix virtualization, mobility, networking and cloud solutions – allowing you to achieve the greatest returns from your software and hardware investment.

“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 our team

The Citrix® Support and Maintenance Services team consists of more than 900 technical professionals in 6 centers around the world. These experts, who collectively handle more than 200,000 requests per year, are trained in house on Citrix products and hold prestigious certifications such as Citrix Certified Enterprise Engineer (CCEE), Citrix Certified Integration Architect™ (CCIA) and Microsoft Certified Technology Specialist (MCTS). They are dedicated to helping our customers increase uptime, maintain system health, smoothly manage change and rapidly resolve unplanned issues.

Support is available in North America/Latin America/Caribbean, Europe/Middle East/Africa, Asia/Australia/New Zealand and Japan, and eight languages (English, Spanish, Portuguese, French, German, Mandarin, Korean and Japanese) during local business hours. Subject to availability, you may request to be supported in a language other than English when opening a support case. Convenient, remote assistance is provided using Citrix GoToAssist™ and GoToMeeting™ screen sharing and chat functionality.

Citrix Support and Maintenance Services

With a complete overview of support programs and services including guidance from the experts, 24x7x365 unlimited support, dedicated technical relationship management and self-help resources, Citrix Support and Maintenance Programs provide world-class services to optimize your product portfolio and ensure the success and greatest return on your Citrix investment.

Software Maintenance

Software maintenance provides unlimited technical assistance for core Citrix software products. Using Citrix GoToMeeting and Citrix GoToAssist, technical support engineers quickly resolve complex issues using screen sharing, chat and other tools. This service combines unlimited, 24/7 software support with product version and feature set upgrades for Citrix solutions.

Appliance Maintenance

Unlimited, worldwide incident resolution for issues encountered with appliance hardware for Citrix. You receive replacement hardware for malfunctioning appliances to minimize the risk of downtime to your organization. This service also provides the latest upgrades to software components of hardware platforms. Four maintenance levels are available.

“Business Citrix Support is capable of many great things - including high tier support, low wait times, exemplary professionalism and great people”

Engineer,

Fortune 500 Consumer Products Company, US

Support and Maintenance Programs Summary

Software Maintenance

Citrix Software Maintenance combines 24x7x 365 unlimited worldwide support with product version updates.

Available for most software products, see program details for exclusions.*

Description of Services

- Worldwide 24x7x365 technical support
- Unlimited incidents
- Product version and feature set updates

*Excludes any product solely available with Subscription Advantage only, free edition and end of life products. For support on end of life products, see [Extended Support](#)

Please note Software Maintenance must be kept active on all active entitlements within a selected product line to receive the full benefits of the Software Maintenance Program.

Appliance Maintenance

Citrix Appliance Maintenance provides technical support to diagnose and resolve issues encountered with appliance hardware with the latest upgrades for the software elements of hardware products. Malfunctioning appliances are also replaced under this agreement to minimize customer downtime.

Available for NetScaler, CloudBridge and NetScaler Gateway

Description of Services

- Gold Plus
- Unlimited incidents during each one-year term
 - Worldwide 24x7x365 technical support
 - Software updates and bug fixes
 - Advanced replacement materials delivery within 4 hours*

- Gold
- Unlimited incidents during each one-year term
 - Worldwide 24x7x365 technical support
 - Software updates and bug fixes
 - Advanced replacement for materials**

- Silver
- Unlimited incidents during each one-year term
 - Basic coverage hours (8am – 9pm, Monday-Friday, EST)
 - Software updates and bug fixes
 - Advanced replacement for materials**

- Bronze
- Unlimited incidents during each one-year term
 - Basic coverage hours (8am – 9pm, Monday-Friday, EST)
 - Software updates and bug fixes
 - Standard replacement for materials***

* 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/support/appliance-maintenance

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

***Ships within 10 business days after issuing the 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.

Technical Relationship Management (TRM)

Proactive support relationships can add significant value to today's complex IT environments. Citrix offers Technical Relationship Management to facilitate proactive relationships between Citrix and its TRM service customers. You receive the services of a dedicated, highly trained and experienced TRM as a single point of contact for support, education and advocacy. The TRM will learn about and be in sync with your organization's unique environment, requirements and challenges, and provide tailored technical information, advice and recommendations on technical best practices and education on troubleshooting methodologies and tools.

"Without the help of the Citrix TRM, our project would have been much more difficult."

Christine Weaver
Lead Citrix Administrator,
SCL Health System

	Support Services without a TRM	Support Services with a TRM
Phone and Web support	•	•
Technical webinars		•
Access to technical training event	•	•
Technical newsletter		•
Designated support engineer		•
Priority access to Escalation Team		•
Access to managed betas and early Software releases		•
Deployment review for best practices		•

Benefits of engaging a Citrix TRM:

- You gain a **dedicated Citrix advocate**: Your TRM will act as technical champion within Citrix, establishing communications with product management and development teams. The TRM can also provide access to product betas, offering you the ability to influence feature development.
- Support is simplified with a **single point of contact**: You can choose to bypass frontline and first-level support, opting to work directly with your assigned engineer. The TRM will actively manage all technical incidents and remain your primary point of contact until resolution.
- You receive **regular status reports and reviews**: These can be customized to match your priorities and include statistics such as the number of support calls opened, case status and resolution times. The TRM can also analyze your support trends and make recommendations to increase reliability and performance.

To learn more about our Support and Maintenance Services, contact [Citrix Sales](#), your preferred partner, or visit our website <http://www.citrix.com/support/programs>.

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](#).

Citrix Self Help Resources

These resources, including best practices and social collaboration, are always available and can help you quickly find the answers you need.

Knowledge Center: A database of articles and bulletins written by Citrix technical experts.

<http://www.citrix.com/support>

Product Documentation: A library of product documentation for Citrix solutions and technologies. <http://docs.citrix.com/>

Support Forums: Discussion forums where you can ask questions and get real-world answers from other customers. <http://discussions.citrix.com/>

Citrix Insight Services: A simple, online troubleshooting platform and health-checker for your Citrix environment. Available for Citrix XenDesktop (5.x and 7.x), Citrix XenApp (6.x), Citrix NetScaler and Citrix XenServer. <https://taas.citrix.com/AutoSupport/>

Educate | Consult | Support | Succeed

For more information on additional Citrix Services please visit:

<http://training.citrix.com>

<http://www.citrix.com/support/consulting>

<http://www.citrix.com/support/programs>

Corporate Headquarters
Fort Lauderdale, FL, USA

Silicon Valley Headquarters
Santa Clara, CA, USA

EMEA Headquarters
Schaffhausen, Switzerland

India Development Center
Bangalore, India

Online Division Headquarters
Santa Barbara, CA, USA

Pacific Headquarters
Hong Kong, China

Latin America Headquarters
Coral Gables, FL, USA

UK Development Center
Chalfont, United Kingdom



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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