CITRIX®

Monitor your Citrix infrastructure

Managed Services proactively tracks the health and performance of your Citrix environment

Monitoring plays a vital role in maintaining a healthy, reliable IT environment, but it can distract your team from strategic projects designed to support business goals. If monitoring your Citrix infrastructure - from licenses to server capacity - is placing a heavy burden on your IT team, Citrix Managed Services can help.

Our team works behind the scenes to set and fine-tune thresholds, configure alerts and provide automated 24/7 monitoring of Citrix infrastructure components. We'll keep you informed about the current health of your environment so that you can proactively remediate issues before they become a problem.

In addition to monitoring of the Citrix environment, we offer optional add-on Managed Services, including Infrastructure Stabilization and Expansion. These offerings will provide remote assistance with troubleshooting issues, managing stabilization releases and adding users to a growing Citrix infrastructure. Visit **citrix.com/managedservices** for details.

When to call on Managed Services
• Your team lacks the time, manpower or tools to conduct ongoing monitoring
• You prefer monitoring by Citrix experts using proven technologies and methodology
• You're looking for Citrix help to optimize stability and reliability over the long-term
• Although you understand the importance of monitoring, you must focus on other priorities

Highlights of Infrastructure Monitoring
• **Cost-effective:** Managed Services delivery costs far less than bringing consultants on site
• **Unobtrusive:** There's no need to arrange office space or oversight for our remote team
• **Efficient:** We handle monitoring and alerting so that your staff can focus on their primary role
• **Accurate:** We set baselines and configure thresholds and alerts to avoid false positives
• **Convenient:** Alerts can be sent to your team via email, text or other methods

Perhaps most important, Managed Services Infrastructure Monitoring is delivered by Citrix Professional Services experts who know Citrix technology, leading practices and use cases inside and out. Rest assured that our team will leverage this expertise to establish the appropriate thresholds for your Citrix environment.

How we monitor your Citrix infrastructure
We will use a Citrix suite of tools to provide centralized, remote monitoring and alerting for the

Citrix environment. Monitoring allows our team to track performance, monitor environment health and performance, and configure notification alerts.

Information about performance counters, events and services will give our remote team visibility into the day-to-day health and performance of your Citrix infrastructure. It will also enable us to spot trends and patterns that can help you pinpoint areas requiring remediation.

To keep you informed, we'll deliver the following:

• Real-time alerts, which can be sent to up to three named contacts
• Monthly summary report of events, warnings and exceptions

How we benefit your organization
• We help you optimize your investment in Citrix solutions
• We enable you to be proactive in maintaining system reliability
• We extend your IT team with targeted skills and expertise
• We provide detailed data about the health and performance of your infrastructure
• We work 100% remotely so that you can focus on your job, not on handholding

The fine print
An Infrastructure Monitoring engagement is available in increments of Asset Packs. Each Asset Pack includes up to 250 assets to be monitored. You must have a current Citrix Technical Support agreement in place.

Visit **citrix.com/managedservices** or contact your Citrix representative to learn more about this offering and the benefits of an Infrastructure Monitoring engagement with Citrix Professional Services.

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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.