

Citrix Maintenance Services for hardware-based and networking products



Discover the added security of our world-class maintenance services – always just a phone call or click away, always here when you need us. With most hardware products we offer per-appliance maintenance service, which comes with three components: direct access to Citrix Technical Support™, software updates and Return Material Authorization (RMA).

Technical support

Direct access to the experts

You will receive extensive assistance from our Citrix support technicians to help resolve complex problems quickly via the phone or Web. As our engineers are highly specialised in one Citrix product family or even one specific Citrix product or product function, you can be assured you are working with the experts.

Account management

When you opt for technical account management, we assign a highly trained Technical Relationship Manager (TRM) to your business, who will provide you with an elite level of technical support. The TRM has extensive experience delivering Citrix solutions and will tailor Citrix Technical Support™ to your IT needs. A TRM can support you remotely or can be available for you on site for a number of days per year or even full time as a dedicated member of your staff, depending on your unique needs. For customers choosing our basic support level, a Support Account Manager (SAM) will be assigned to manage the non-technical relationships with your staff and ensure they are taking full advantage of the benefits of your support agreement.

Follow the sun support

We provide you uninterrupted, 24x7 access to support by linking our technical support centers across the globe. This way you will have access to Enterprise Support Engineers any time of the day or night, and on weekends and bank holidays.

Citrix GoToAssist

Using our award-winning remote assistance product, Citrix® GoToAssist®, a member of our support team can view your desktop and share control of your mouse and keyboard to get you on your way to a solution. GoToAssist takes the guesswork out of technical support. With just a few clicks, we will be able to rapidly diagnose and troubleshoot an issue, propose and confirm a solution, or show you how to avoid or fix the same problem the next time.

Web accessibility

We leverage the power and global access of the Web to deliver fast and reliable technical support, whether you need a software upgrade, a status update on an open incident or to add notes to an existing incident. It's all part of our Online Problem Reporting and Tracking tool.

Knowledge Centre

Our Web portal offers the most recent and comprehensive information concerning Citrix issues, product fixes, industry news and information. In addition, other resources such as product release announcements, links to product downloads and documentation, Citrix Knowledge Base articles, tools and developer resources are available. Log on and chat with colleagues, read support columns and blogs about your technical issues and challenges, or download the latest patch or hotfix. Never miss the latest information again by leveraging the watch and subscription function of your personalised account and receive notifications when new documents are published or existing documents are updated.

Software updates

Software updates include any major changes to the underlying Citrix product architecture and/or updates to the feature set of a given Citrix product platform. Update your software any time by simply logging into your MyCitrix account and downloading the newest version of your Citrix product platform.

Return Material Authorization (RMA)

RMA provides you a guarantee on the return of parts previously sold and shipped. It gives you peace of mind and protects the investment you have made in your IT lower-case infrastructure. RMA is a component of each maintenance package with various turnaround times depending on the chosen maintenance level.

Choose the level of maintenance that suits your needs

Choose the level of support you need to meet your specific requirements. For Citrix Application Networking and hardware products we offer different levels of maintenance so you can get the most out of our resources, expertise and leading-edge capabilities to maximise your investment. Maintenance is a bundle of three components: direct access to Technical Support, software updates and Return Material Authorization (RMA), and is sold per appliance.

BRONZE MAINTENANCE*

- Unlimited incidents during each one-year term
- Basic coverage hours (8 am - 6 pm)
- One year of updates and bug fixes
- Two named contacts
- Standard replacement for materials (10-day shipment turnaround)

SILVER MAINTENANCE*

- Unlimited incidents during each one-year term
- Basic coverage hours (8 am - 6 pm)
- One year of updates and bug fixes
- One assigned Support Account Manager for non-technical relationship management
- Four named contacts
- Advanced replacement for materials (one-day shipment turnaround)

GOLD MAINTENANCE*

- Unlimited incidents during each one-year term
- 24x7 coverage hours
- One year of updates and bug fixes
- One assigned Support Account Manager for non-technical relationship management
- Six named contacts
- Advanced replacement for materials (one-day shipment turnaround)

* May vary depending on the hardware product

About Citrix

Citrix Systems, Inc. (Nasdaq:CTXS) is the global leader and the most trusted name in application delivery infrastructure. More than 215,000 organisations worldwide rely on Citrix to deliver any application to users anywhere with the best performance, highest security and lowest cost. Citrix customers include 100% of the *Fortune* 100 companies and 99% of the *Fortune* Global 500, as well as hundreds of thousands of small businesses and prosumers. Citrix has approximately 8,000 channel and alliance partners in more than 100 countries. Annual revenue in 2007 was \$1.4 billion.

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