



# Citrix Support Services

## Helping you get the most out of your Citrix environment

Keeping your technology investment operating at maximum efficiency is vital for the success of your Application Delivery Infrastructure and your company. That is why we have created Citrix Support Services. Regardless of whether you are a small or mid-sized business utilising Citrix products on a medium scale or a large corporation that delivers business-critical applications across the extended enterprise, we can work with you to create a support package that fits your unique needs.

## Tap into the knowledge of Citrix experts

Quite simply, Citrix Support Services gives you direct access to our subject matter experts. Our support engineers have certifications from many industry-leading companies to help support your diverse environments. In addition, these dedicated employees are constantly refining their skills and expanding their expertise into other technical areas through extensive training and certification programs. Our service experts can replicate technical issues in the lab and have access to extensive hardware and software resources for testing and troubleshooting. We can even shadow a user session to observe the actual problems and quickly develop a solution.

## Choose the type and the level of support you need

To meet your specific requirements, Citrix offers different levels of support based on your geographic location and different types of support according to your installed product base, whether it is one of our software products such as Citrix XenApp™, a hardware product such as Citrix® NetScaler® or another member of our Citrix product family such as Citrix® XenServer™. In order to meet the needs of your unique environment, you can also enhance your support package with Citrix Onsite Services, Citrix® Consulting or Citrix Education™ services, or simply purchase additional named contacts or regional coverage so you can get the most out of our resources, expertise and leading-edge capabilities to maximise your Citrix investment.

The following pages outline the different levels and types of support available. To learn more about how Citrix Support Services can help you get the most out of your technology investment, contact your local Citrix® Solution Advisor, or call your local Citrix sales office.

# Citrix Support Services benefits



No matter what type of support you require, Citrix will make sure you get the most value out of your support package. Find out below how you can take advantage of our Support Services.

## Direct access to the experts

You will receive extensive assistance from 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

For customers choosing our top-level support package, a highly trained Technical Relationship Manager (TRM) will be assigned to your business. The TRM has extensive experience delivering Citrix solutions and will tailor Citrix Technical Support™ to the needs of your organisation. 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 the award-winning remote assistance product, Citrix® Go®ToAssist®, 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 case. It's all part of our Web service tool.

## Knowledge Center

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 to receive notifications when new documents are published or existing documents are updated.

# Technical Relationship Manager (TRM)

## Designated Technical Relationship Manager

In complex IT environments, proactive support relationships are essential for efficient solutions. With Citrix Support Services, you always work directly with the Application Delivery Infrastructure experts. When you choose the Citrix support option with Account Management Service, we offer the added value of a dedicated, single point of contact and assign a highly trained Technical Relationship Manager (TRM) to your business who can tailor support to your needs. In addition, your TRM is equipped to troubleshoot and resolve complex issues quickly and minimise your exposure to downtime, thus reducing the investment to support your Citrix infrastructure.

## Single point of technical contact

Customers with a designated Technical Relationship Manager bypass frontline and first-level support, and are granted direct access to their assigned engineer. Your TRM is responsible for handling the entire support process such as issue troubleshooting and resolution, proactive status updates, or involving other Citrix specialists where needed for speedy resolution. Priority access to our in-house Escalation and Development teams allows the TRM to quickly and correctly handle issues.

## Proactive relationship management

Your TRM's first responsibility is to understand your business and how your Application Delivery Infrastructure interacts with it. This creates the basis for the TRM to keep you up-to-date with technical information relevant to your unique environment, to advise you on technical best practices or to educate you on troubleshooting methodologies and tools. This process begins with your TRM conducting an in-depth meeting to understand your technology and support requirements, which will be captured the Customer Account Plan and used as framework throughout the entire contract period.

In addition, the TRM is always on the lookout for more efficient ways of supporting your Citrix environment and will therefore help to prevent and foresee issues.

## Dedicated advocate at Citrix

Your TRM will act as your advocate within Citrix and will establish communications with Citrix Product Management and Citrix Development teams. The TRM will be your voice within Citrix and will make sure the correct priorities are given to any technical case, and that your experiences with Citrix products and deployments are relayed to Citrix Product Management. Your single point of contact will also get you access to early release product reviews or beta programs of non-sale products such as ICA® clients and hotfix roll-up packs.

## Reporting to you

Regular status reports and reviews of Citrix's performance as a service provider are another part of the TRM's responsibilities. These reports and reviews can be customised to match your priorities and include statistics such as the number of support calls opened, case status and resolution times. Also, the TRM can analyse your support trends and make recommendations for better reliability and performance.

**Working your TRM and take advantage of:**

- **Profile and account plan** records the customer's infrastructure and sets out the service plan and working framework for the relationship between your organisation and Citrix.
- **Case incident analysis** looks at historic case work and gives insights into root cause analysis, incident trends and the major issue categories.
- **Supportability review** is an audit of your production servers and compares the build to Citrix best practices.
- **Proactive technical advice** and deployment-specific information will keep you informed about relevant hot-fixes, known issues or and upcoming releases.
- **Quarterly business reviews** periodically assess progress against agreed-upon project items and where required, adjust priorities or resources on either side for the remainder of the support contract in order to maximise business value.
- **Customer connect program** gives you access to early releases of products and betas of non-sales products such as ICA® clients and hot fix spacing packs.
- **Knowledge transfer events** enhance your technical knowledge and offer recommendations for the maintenance, reliability and security of your Citrix environment.

## Citrix Support Packages with Technical Relationship Manager

	Preferred PLUS Standard	Preferred PLUS	Preferred PLUS Platinum	Premium Enterprise Service (customized)
Technical Relationship Manager (TRM)	•	•	•	•
24x7 coverage		•	•	•
Business hours coverage	•	•	•	•
Telephone support	•	•	•	•
Web support	•	•	•	•
Incidents	50	75	75	75
Named contacts	4	6	6	6
Quarterly webcasts	•	•	•	•
Technical Newsletters	•	•	•	•
Coverage	1 region*	1 region*	1 region*	1 region*
Onsite Visits	•	•	•	•
Citrix Consulting Services			Two- person week long engagement	60 service days +
Citrix Education Services			One training pass	As per customer requirements

\* Regions are: EMEA, Americas, AsiaPac (Japan excluded)

## Citrix Preferred Support – our basics

	Preferred 25	Preferred Extend	Preferred XenServer	Preferred XenServer Extend
Support Account Manager (SAM)	•	•	•	•
24x7 coverage		•		•
Business hours coverage	•	•	•	•
Telephone support	•	•	•	•
Web support	•	•	•	•
Incidents	25	50	5	5
Named contacts	2	4	2	4
Quarterly webcasts	•	•		
Technical Newsletters	•	•		
Coverage	1 region*	1 region*	1 region*	1 region*
Access to Preferred events	•	•	•	•

\* Regions are: EMEA, Americas, AsiaPac (Japan excluded)

The support for Citrix® XenServer™, Standard Edition and XenServer, Enterprise Edition is covered through all Preferred Support options. However, should you require support for XenServer only, we hold special support options ready for you with Preferred XenServer and Preferred XenServer Extend.

# Citrix Maintenance Service

## For hardware-based and networking products

Discover the added security of our world-class maintenance services – always just a phone call or click away and 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).

### Hardware technical support

You will be granted access to our highly specialized hardware and networking support experts who will offer you extensive assistance to help resolve complex problems quickly via the phone or Web.

### 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 download 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 Infrastructure. RMA is a component of each maintenance package with various turnaround times depending on the chosen maintenance level.



## Citrix Hardware Maintenance Service Packages\*

	Bronze Maintenance	Silver Maintenance	Gold Maintenance
Support Account Manager (SAM)	•	•	•
24x7 coverage			•
Business hours coverage	•	•	•
Telephone support	•	•	•
Web support	•	•	•
Incidents	unlimited	unlimited	unlimited
Software updates and fixes	•	•	•
Return Material Authorization (RMA)	10 days	1 day	1 day

\* May vary depending on the hardware product

In addition to the unit maintenance you can choose to add Technical Account Management service and get access to one of our Technical Relationship Managers. For more information please refer to page number 3. To learn more about how the Citrix maintenance offerings can help you, contact your local, preferred **Citrix Solution Advisor**.

# Citrix Technical Support Onsite Services



## Flexible Onsite Support – special situations need a special response

When your business faces unexpected outages or loss of service, you sometimes require more than a remote support offering can provide. At Citrix we understand the importance of rapid quality response and availability.

With the Citrix Flexible Onsite Support option we offer on-demand technical assistance for your unique challenges and help you to minimise the risk of downtime by providing you with the right skills when you need them the most.

Flexible Onsite Support services includes problem diagnosis, troubleshooting and problem resolution. To ensure an efficient onsite visit, our Support Engineers develop and review an agenda together with your technical team prior to the engagement.

## Regular Onsite Support – Technical Relationship Manager at your location

When you choose the top level of support, we assign a highly trained TRM to your business. If your business requires it, Citrix will deliver the TRM service at your location. Depending on your unique needs, Citrix can assign a remote, full- or part-time dedicated expert to look after your software or hardware products used in the Citrix Application Delivery Infrastructure environment. Talk to us and we will customise the right package for you.

## Onsite support benefits

- Reduce the risk of downtime
- Flexible coverage hours
- Fast response times
- High-quality technical support delivered by skilled and experienced engineers
- Full problem diagnosis, troubleshooting and problem resolution

## Find out more

Please contact your Support Account Manager (SAM), Technical Relationship Manager (TRM) or Citrix Support Engineer in order to request or find out more about onsite technical support.

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## 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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