CITRIX®

Citrix Customer Success Services

Select

Enjoy award-winning, always-on technical support with the fastest response times in the industry and access to product version updates.[1]

Start minimizing risk and maximizing return

Whether you're in the cloud, on premise, or anywhere in between, Customer Success Services provide a new kind of engagement. One that doesn't just keep you up and running, but ensures you're getting the greatest possible value from your Citrix investments. **Our new, industry-leading Select offering delivers:**

Technical support and maintenance, 24x7x365

That means unlimited access to our technical support experts and the fastest response times in the industry. To provide even more flexibility, we've just added live chat. You'll also get access to the latest versions of our products or, if you prefer, the Long Term Service Release (LTSR) versions — highly stable versions you can stay on for up to 10 years.

Step-by-step guidance

The support you receive through Select goes way beyond break-and-fix scenarios. Our experts will walk you, step-by-step, through all your questions — including configuration, installation, and "How do I..." queries. You can also take advantage of our proven acceleration and automation tools.

Continuous enablement

You'll get unlimited access to our comprehensive library of eLearning resources — allowing you and your organization to continuously build and develop your skills.

Proactive, preventative care

The best time to solve an issue? Before it even becomes a problem. We'll provide the tools, analytics and cloud services to ensure proactive monitoring and preventative care, and keep your environment running optimally.

- **Customers rank Citrix Support in the top of its class in customer satisfaction ratings.[2]**

- **Research shows that customers with Citrix support are four times more likely to recommend Citrix products and services than customers without.[3]**

- **Citrix is a recipient of the 2015 NorthFace ScoreBoard Award[SM] for World Class Excellence in Customer Service.[4]**

What our customers say

"Of all our software vendors over an 8-year period, Citrix support engineers have always stood out as well-trained. There are "no if's, and's, or but's," and no trial-and-error to come to a solution. Their resolution is speedy and any adverse effects on our operations are kept to a minimum."

Fidelis Mark,
System Administrator, Fox Run[5]

"Citrix has the strongest group of support engineers of any of the vendors we deal with, and it helps keep us out of trouble. We are reminded of how good Citrix support is whenever we have to call one of our other IT vendors!"

James Canzoniero,
CFO, Gamse Lithographing[6]

"Downtime costs our organization money, and more importantly adversely affects the lives of our patients. Clinical Systems need to be accessible 24×7×365 so we can continue to provide the level of care our patients deserve. Citrix support helps keep our business running."

System Administrator,
Large Enterprise Health Care Company[7]
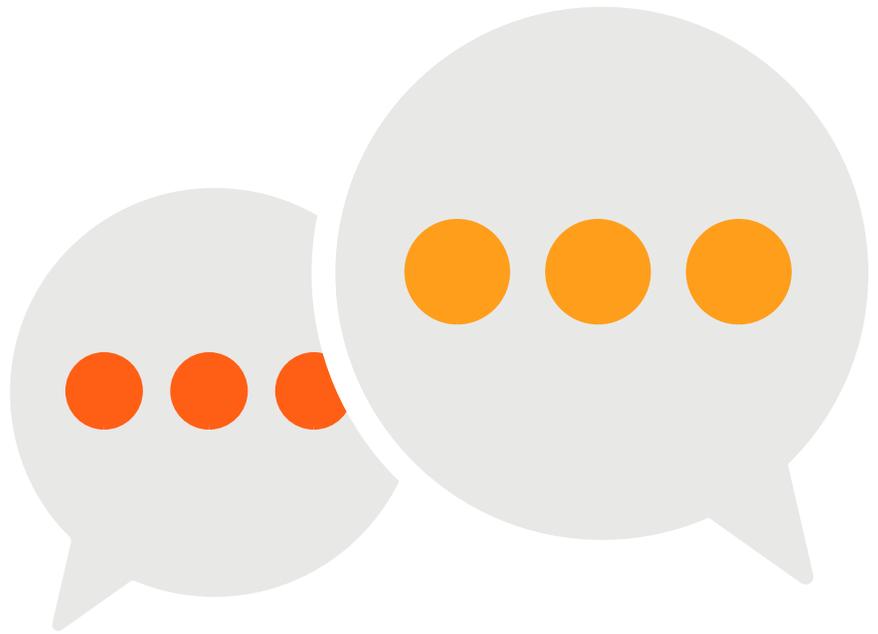
What you get with Citrix Select

Features	Subscription Advantage (Ending 2016)*	Software Maintenance (Ending 2016)	Select (replaces Software Maintenance Starting 2017)
Required purchase with all software products (one-year subscription)	Yes – for all software products except XenApp and XenDesktop	Yes – for all software products except XenApp and XenDesktop	Yes – for all software products
Software updates	X	X	X
Long Term Service Release options		X	X
Anytime, unlimited technical support		X	X
Technical support coverage hours		Worldwide 24x7x365	Worldwide 24x7x365
Best-in-class response times		1 hour	Less than 30 minutes
Number of admin contacts		Unlimited	Unlimited
Support type		Reactive	Proactive
Languages supported		8 (En, Es, Pt, Fr, De, Zh, Ko, Ja)**	8 (En, Es, Pt, Fr, De, Zh, Ko, Ja)**
Extended Support available for end-of-life products		X***	X***
Supportability pack		X	X
Invitation to TechEdge training event		X	X
All-access eLearning subscription			X
Configuration and installation assistance			X
Premium Knowledge Center			X
Guided support			X
System monitoring			X
Proactive call home			X
Live chat			X
Cloud Services to accelerate and automate version migrations			X

Disclaimers:

Software Maintenance is sold and compliance is managed by product line. A customer must maintain active Software Maintenance on all assets purchased for a given product line to receive the benefits described above. Software Maintenance agreements will begin based on the fulfillment date of the license(s) purchased. Customers can purchase Software Maintenance in one (1) year increments up to a maximum of five (5) years. Software Maintenance is available during a product's Mainstream Maintenance and Extended Maintenance Phases. Once a product version reaches the End of Life date, security related hot fixes, technical support and product downloads will no longer be available. For Support on End of Life products, see Extended Support. For more information, please review the Citrix Product Support Lifecycle Policy.

*   New Subscription Advantage purchases will not be possible after 2016. Existing agreements may be renewed until July 2017.

**   Supported languages other than English are provided on best effort although availability is not guaranteed.

*** For support on End of Life products, please see Extended Support. A separate contract is required. Certain products are not eligible.

Other services you should consider

Instructor-led training classes from Citrix Education

Put yourself or your team in front of a Citrix expert, and enjoy practical, targeted training — with the chance to discuss your actual challenges, and ultimately get certification to prove your expertise.

Our Instructor-led training classes:

- Support individual students or groups

- Can be delivered on-site, at a training center, or remotely, through GoToMeeting

- Can be customized to suit your needs

Expert assistance from Citrix Consulting

Whether you're just beginning your journey with Citrix, or have a Citrix environment in place that needs attention or optimization, our experts are here to tackle your toughest challenges.

Citrix Consulting Services will work with you — remotely, or on your site — to:

- Accelerate project delivery

- Mitigate project risk and shorten time to value

- Stabilize, optimize, and manage your Citrix environments

Learn more
about **Citrix Select** at:

→ now.citrix.com/customer-success-services

Sources

1. Severity 1 issue response times are usually 30 minutes or less.

2. Ratings based on a Net Promoter Score of 68%, which is a pacesetter score and above the industry average. Industry benchmarks and comparison data provided by Technology Services Industry Association | TSIA.

3. Citrix internal Net Promoter Score study conducted in the first half of 2016

4. http://www.omegascoreboard.com/news/news-releases/omega-honors-40-companies-for-delivering-world-class-customer-service-2-cited-for-certification-in-employee-training/

5. https://www.techvalidate.com/tvid/366-3C9-F71

6. https://www.techvalidate.com/tvid/35A-5B4-1AE

7. https://www.techvalidate.com/tvid/EBC-353-3E6

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.

Learn more at www.citrix.com.