

SUPPORT

Priority

Personalized, proactive support for your business-critical environments designed to help you minimize risk, accelerate adoption and maximize the value of your Citrix solutions.



Available for Digital Workspace on-premises, cloud, and hybrid customers.
Also now available for App Delivery and Security subscriptions.

We have you covered with Proactive Priority support

Whether your environment is in the cloud, on-premises, or anywhere in between, Citrix Customer Success Priority provides comprehensive support, designed to help you fully realize your business goals.

With Priority, you get the best of both worlds—personalized, proactive support to help you get the most from your Citrix investments and reactive support when you need it most.

Our industry-leading Priority offering delivers:



Expert guidance

Technical Account Manager and Priority Customer Success Manager

An assigned Technical Account Manager and Priority Customer Success Manager* will work with you to proactively understand your global needs, business critical environment and technology objectives to ensure optimization of your Citrix solutions in accordance with leading practices.



Environmental Reviews

Environment Reviews

Exclusive access to periodic environmental reviews providing proactive insights into risks, and optimization for even greater ROI.



Enablement

Training

Learn about the architecture, installation, and initial configuration of Citrix products to build foundational knowledge and skills.



Award-winning technical support and maintenance

Priority Access Queue & Critical Situation Management

Priority access to experienced support engineers with deep technical expertise for faster problem resolution, installation, and configuration assistance. You'll also receive product version updates and upgrades, plus critical situation management for severity one issues.

Priority key benefits

- Assigned **Technical Account Manager** to understand your business critical environment
- **Priority Customer Success Manager**¹ to be your dedicated cloud transformation expert
- **Environmental & Operational Reviews** for solution reliability
- **Priority Support Queue** with direct access to experienced Priority Support Engineers for faster issue resolution
- **Critical Situation Management** for severity one issues
- **Up to 40 hours of Scheduled Support** for change events
- **A Team of Support Experts** to help you minimize risk, accelerate adoption, and maximize the value of your Citrix solution.

¹Eligibility criteria applies for the Priority Customer Success Manager must be a Priority for Cloud customer with \$1M minimum annual contract value or a Priority Plus for Cloud customer.

Personalized, proactive support to help you get the most from your Citrix investments

Whether your environment is in the cloud, on-premises, or anywhere in between, Citrix Customer Success Priority provides comprehensive support and services, designed to help you fully realize your business goals.

With Priority, you get the best of both worlds—personalized, proactive support to help you get the most from your Citrix investments and reactive support when you need it most.

Our industry-leading Priority offering delivers:



Optimize your Citrix solution

Get the most from your Technical Account Manager and Priority Customer Success Manager.

Your Technical Account Manager and Priority Customer Success Manager will work with you to understand your business critical environment and business goals, then align on a success plan that will help you meet your desired outcomes with your Citrix solution.



Minimize risk

Reduce risk and downtime with proactive insight and scheduled support.

Periodic Environment and Operational reviews identify product versions and configurations, use cases, trends, risks, barriers to adoption, and opportunities to optimize for even greater return on your investment.

Schedule up to 40 hours of support to ensure you have the assistance you need during implementations, migrations, and updates—both within and outside of business hours.



Rapid response and resolution targets

Accelerate issue diagnosis and resolution, and resolve complex issues more quickly.

Get 24/7 access to our expert team of Priority Support Engineers. And for severity one issues, a Priority Critical Situation Manager will own and expedite remediation with a less than 15-minute target response time and a restoration target of less than six hours.

Your success is our success

The Priority Customer Success Services Framework

The Priority Framework is our comprehensive operational framework leveraged to deliver our service. It provides a continual focus on your success, service optimization, and improvements to help you extract more value from your business-critical solution.

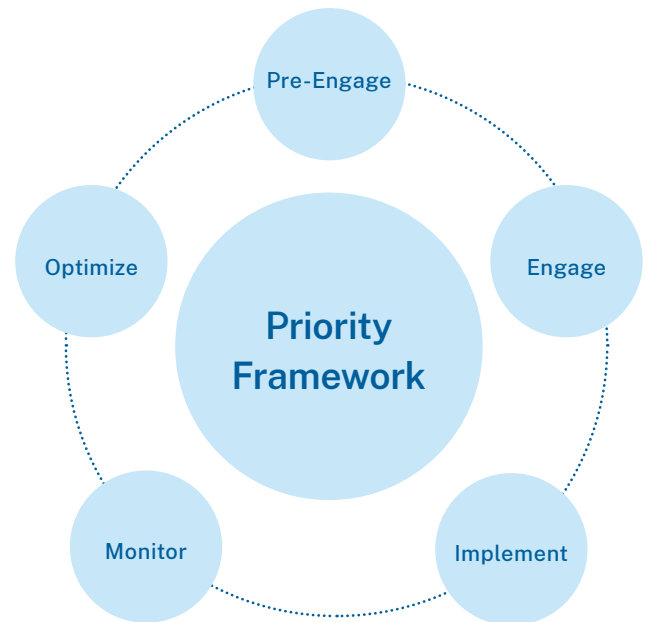
Our streamlined delivery begins with an engagement and discovery process to understand your unique environment and technology journey.

The engagement and discovery process also creates a holistic view of where you are today compared to where you want to be in the future.

A success plan is then jointly aligned to help you reduce and minimize risk. Next, our expert team works with you to implement your plan, aligning desired outcomes with your business goals and objectives. Our team works to monitor progress against the plan and optimizes our partnered engagement to meet your needs and keep your Citrix solution at peak performance.

Priority Customer Success Services Team

Our team of Priority Support experts work together under the leadership of an assigned Technical Account Manager to provide an integrated, proactive experience focused on enabling your success.



Priority Customer Success Framework

1. Pre-Engage
2. Engage
3. Implement
4. Monitor
5. Optimize

Meet your Priority Team



Technical Account Manager

Availability: Business Hours

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Your Technical Account Manager's primary role is to understand the objectives of your mission-critical environment and make sure your Citrix solutions run smoothly and deliver maximum business value.

Your Technical Account Manager will:

- Understand your business critical environment
- Review your success roadmap to lower complexity and risk, improve supportability, increase adoption, and simplify upgrades
- Assess your Citrix solutions to optimize and mitigate supportability risks to maintain
- solution reliability
- Conduct regular Environment and Success Plan progress reviews
- Manage up to 40 hours of reserved scheduled support for change events related to implementations, upgrades, and migrations
- Provide root cause analysis for severity one issues, upon request, to prevent critical problems from reoccurring
- Serve as your technical advocate within Citrix Support and Engineering



Priority Customer Success Manager¹

Availability: 24/7/365

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Your Priority Customer Success Manager will work as your Citrix cloud and subscription advocate and orchestrate the success of your enterprise cloud transformation.

- Orchestrate the success of your enterprise cloud transformation
- Develop and track your success plan in alignment with your strategic business objectives
- Proactively monitor active usage to identify and improve user experience
- Support cloud expansion with Priority Support team to meet business and end user needs
- Scheduled onsite visits to help ensure the success of your solution

Meet your Priority Team



Priority Support Engineers

Availability: 24/7/365

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As a Priority support customer, you'll have unlimited support from our Priority Support Engineers, with fast-track access whenever you need it so we can help you resolve issues faster.

Our Priority Support Engineers will:

- Accelerate issue diagnosis and resolution
- Provide a less than 15-minute target response time for severity one issues
- Provide an elevated level of response with Priority routing



Priority Critical Situation Manager

Availability: 24/7/365
Severity 1 issues

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Having an assigned Priority Critical Situation Manager makes it easy to expedite your most important cases when you need it the most. In Severity 1 situations, Priority Critical Situation Managers respond within minutes, and restore your environment within hours.

Your Priority Critical Situation Manager will:

- Take control of severity 1 issues from initiation to remediation to restoration
- Provide a less than six-hour restoration target for severity 1 issues
- Prioritize resources to restore your environment
- Share status updates and action plan

“The Priority team takes the time to understand intimately what my environment looks like and understand our hardships, and then they take that back to their teams and make a great recommendation for us.”

Warren Madrideojos, Baptist Health System

Optimize your support solution with Priority

Expert guidance

Features	Description
Technical Account Manager	Get the most from your investments with proactive support from an assigned Technical Account Manager (TAM). Your TAM will work with you to proactively understand your mission critical environment, business and technology objectives, and ensure supportability of your Citrix solutions, in accordance with leading practices.
Priority Customer Success Manager ¹	Get an elevated customer experience with your Priority Customer Success Manager (PCSM). Your PCSM is your dedicated cloud and subscription transformation expert and works in partnership with your Priority Support team for a unified success plan to meet your business outcomes.
Success planning	Your Technical Account Manager and Priority Customer Success Manager will work with you to ensure your environment always supports your business objectives.
Configuration and installation assistance	The Priority Queue will provide general guidance and assistance with problems you encounter during product installation, upgrades, or configurations.

Proactive monitoring

Features	Description
Proactive Call Home	Scheduled health checks to regularly assess the state of your environment.
Citrix Workspace Environment Management	Intelligent resource management to deliver the best possible performance for environments with Citrix Virtual Apps and Desktops.
Environment supportability and operational review	Minimize risk and downtime, with proactive insight. Your assigned Technical Account Manager will work with you to conduct a review of your environment, identifying product versions, use cases, risks and barriers to adoption and opportunities to optimize supportability—for even greater ROI.

Optimize your support solution with Priority



Enablement

Features	Description
Access to the Select eLearning Subscription	Learn about the architecture, installation, and initial configuration of Citrix products to build foundational knowledge and skills. Additional training and certifications are available for an additional fee.
TechEdge event invitations	Meet top Citrix support engineers face-to-face at this one-day training event during Synergy. Learn how to deploy, optimize, and troubleshoot mobility, virtualization, networking, and cloud technologies.



Award-winning technical support and maintenance

Features	Description
24/7/365, unlimited technical support	Unlimited access to Technical Support via phone, web, and live chat.
Number of technical contacts	Designate an unlimited number of contacts to open and manage your cases.
Severity 1 fastest level response time ²	Severity 1: <15 minutes Severity 2: 30 minutes All Others: 4 business hours
Severity 1 fastest restoration target ²	Cloud platform uptime availability in any 30-day calendar period. Learn more
Software updates	Access to software updates and/or code releases as they become available.
Long Term Service Release (LTSR)	Access to the latest LTSR versions of Citrix Virtual Apps and/or Desktops. Cumulative Updates for companies that prefer to retain the same base version for an extended period.
Support for End-of-Life Products ³	Option to purchase extended support for versions of Citrix Virtual Apps or Desktops that have reached End of Maintenance and End of Life milestones. An active Citrix Customer Success support subscription is required for extended support eligibility.
Citrix App Layering	Publish a single copy of layered apps and OS patches across all your virtual environments.
Return Material Authorization (RMA) Choose RMA add-on option (required with App Delivery and Security subscriptions only) ⁴	Standard RMA 1 business day (sold as a mandatory add-on) OR Expedited RMA 4 hours (sold as an optional add-on)
Priority queue with direct access to Priority Engineers	Accelerate issue diagnosis and resolution. Get highest Priority access to an enterprise-level team of seasoned Support Engineers, 24/7.
Critical Situation Management	A dedicated Priority Critical Situation Manager to take personal ownership of quickly restoring your environment in the event of Severity 1 issues.
Scheduled support for change events	Reserve 40 hours for your change events to ensure you have the reactive assistance and resources you need during advanced implementations, migrations and updates—whether they are inside or outside business hours. "Standard RMA 1 business day (sold as a mandatory add-on) OR Expedited RMA 4 hours (sold as an optional add-on)"
Root Cause Analysis	In the event of a critical situation, upon request, a formal root cause analysis will be conducted.

²Best-in-class and Fastest response times are based on competitive offerings in the same industry and price tier. 24/7/365 Support - Citrix provides 24/7/365 for Severity 1 and 2 issues only. Assistance with all other issues is available during local business hours, Monday -Friday excluding local public holidays. America - 8:00 a.m. to 9:00 p.m., EMEA - 8:00 a.m. to 6:00 p.m., APAC - 8:00 a.m. to 5:30 p.m., Japan - 8:00 a.m. to 5:30 p.m.

³For support on End of Life products, please see Extended Support. A separate contract is required. Certain products are not eligible.

⁴RMA options include: Standard RMA - Ships within 1 business day after issuing the RMA number. Expedited RMA - Delivery within 4 hours after Citrix authorizes the issuance of a replacement product from the service center. For additional details on Expedited RMA, please see [Disclaimers and Program Terms](#) section of Priority and Priority Plus.

What you get with Citrix Select

Award-winning technical support



Citrix Technical Support Earns the “Rated Outstanding Assisted Support Global” Certification from Technology Services Industry Association for five years in a row.



Citrix has been honored with the 2017 STAR Awards for Best Practices in Knowledge Management and Best Practices in Service Offer Development from Technology Services Industry Association.



Citrix is recipient of the NorthFace ScoreBoard Award (SM) for World Class Excellence in Customer Service, five years running.

Customers rank Citrix Support in the top of its class in customer satisfaction ratings.

Most Valuable Resources

94% of surveyed IT organizations report the CSS Priority benefit that has provided the most value to their organization is their Technical Account Manager. ¹

Improved Acceleration, Resolution and Minimized Downtime

91% of surveyed IT organizations, who are renewing their service, improved issue acceleration, resolution and minimize downtime since upgrading to CSS Priority. ²

Better Benefits

91% of surveyed IT organizations, who are renewing their service, find CSS Priority feature benefits better compared to other technology vendors. ³

Improved Success Rate of Change Events

82% of surveyed IT organizations, who are renewing their service, improved success rate of change events since upgrading to CSS Priority. ⁴

Sources

Ratings (Page 8)

1. <https://www.techvalidate.com/tvid/DFB-066-C35>
 2. <https://www.techvalidate.com/tvid/4D4-18C-861>
 3. <https://www.techvalidate.com/tvid/7B3-AFE-A8F>
 4. <https://www.techvalidate.com/tvid/CE9-7C5-BAF>
 5. <https://www.techvalidate.com/tvid/397-BD0-504>
 6. <https://www.techvalidate.com/tvid/AD8-745-745>
 7. <https://www.techvalidate.com/tvid/BD1-1F5-1D5>
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About Citrix

Citrix (NASDAQ:CTXS) aims to power a world where people, organizations and things are securely connected and accessible to make the extraordinary possible. We help customers reimagine the future of work by providing the most comprehensive secure digital workspace that unifies the apps, data and services people need to be productive, and simplifies IT's ability to adopt and manage complex cloud environments. Citrix solutions are in use by more than 400,000 organizations including 99 percent of the Fortune 100 and 98 percent of the Fortune 500.



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