SUPPORT

Citrix Technical Relationship Management

A Citrix Technical Relationship Manager provides extensive experience and is equipped to troubleshoot and resolve complex issues quickly.

What is a TRM?

Citrix Technical Relationship Management helps minimize downtime exposure in your business through proactive advice and by managing support requests through a contact who knows your Citrix infrastructure.

The TRM will understand your organizations unique environment, requirements, and challenges. The TRM provides tailored technical information, advice and recommendations on technical best practices and education on troubleshooting methodologies and tools.

Why Technical Relationship Management?

- Works to understand your environment and needs
- Best practices and education on troubleshooting methodologies and tools
- Reduced support costs and risks
- Hardware TRM available in all markets. Software TRM available in limited markets.*

Support relationship management

- Your TRM's first responsibility is to understand how your virtualization, mobility, networking and cloud solutions interacts with your business. 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 and documented and used as a guide throughout the entire contract period.

Reporting to you

- Regular status reports and reviews of Citrix performance are another part of the TRM's responsibilities. These reports and reviews can be customized to match your priorities and include statistics such as the number of support calls opened, case status and resolution times. The TRM can also analyze your support trends, making recommendations to increase reliability and performance.

Working with your Technical Relationship Manager

- Your TRM acts as your advocate within Citrix, ensuring that the correct priorities are given to any technical case and relaying your experiences with Citrix products and deployments to product management and development teams. The TRM can also get you access to product betas, extending your test window and offering you the ability to influence feature development.

Proactive technical advice

- A main focal point for a TRM is issue prevention. This can be achieved by ensuring constant, open communication between you and your TRM, who actively facilitates frequent formal and informal technical exchanges. Proactive, specific information keeps you informed about relevant hotfixes, known issues and upcoming releases that pertain to your environment.

Troubleshooting tools and methodologies

- The TRM provides a variety of troubleshooting tools and techniques to help you reduce incident resolution time and increase your self-sufficient troubleshooting generally. It is also possible for the TRM to arrange Webinars on advanced configurations.

"With Citrix TRM's support, we could confidently manage, even anticipate, many incidents that could cripple our IT system. Relying on a TRM, who is very familiar with our challenges, is a real advantage and provides significant support to every technical manager."

Laurent Arnaudeau, Manager

CNAV Regional IT & Infrastructure Technical Centre

Supportability review

- As part of the TRM program, Citrix can provide a Supportability Review. The supportability review determines if your products are on the latest versions, provides recommendations on the latest patches or updates, and highlights products that may be approaching end of life.
- This review provides a simple guide to proactively configure your Citrix environment so that in the event of any issues more data is trapped at the time of the event. Working closely with our support teams, this data can reduce the time to resolution for incidents and ensure any future outages are kept to minimum.

- A report is provided summarizing the findings and confirmation changes required along with a simple dashboard to highlight which areas of your Citrix infrastructure most need attention to help you prioritize changes. Your TRM will work with you to ensure any recommendations are understood and can be implemented without risk.

Description	TRM*	Priority	Priority Plus
Assigned Technical Account Manager to act as your advocate within Citrix	●	●	●
Success planning to meet your business and technology objectives		●	●
Priority Queue with direct access to Priority Support Engineers for faster issue resolution		<15 minute response time for severity 1 issues	<10 minute response time for severity 1 issues
Scheduled Support for change events to assist with implementations, migrations, and updates		40 hours	80 hours
Critical Situation Management to own and expedite remediation for severity 1 issues		●	●
Environment Supportability and Operational Review to minimize risk and downtime through proactive insights		●	●
Executive Level Sponsor to act as your advocate and ensure your requirements and issues are dealt with promptly			●
Customizable add-on packages aligned to your business objectives, with a hand-picked team of Citrix experts focused on your success			●

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As of January 1, 2019, Software TRM services are available in select markets only, including APJ, LAC, and select countries within EMEA. Existing TRM agreements may be renewed until October 1, 2019 and only for one additional year. For questions, reach out to your account team, who can help ensure a smooth transition. Additional detail, can be found on the Support Programs Lifecycle Matrix. Note: There's no impact to Hardware TRM offerings they remain available in all markets.

To learn more about the TRM Services, visit: www.citrix.com/support/programs/technical-relationship-management

Upgrade and optimize your support solution with Priority

- As a TRM customer, you may elect to upgrade and experience our highest level of service with Priority. Priority provides a personalized team of experts to help you optimize your Citrix solution, minimize risks, and provide you rapid response and resolutions. Explore Customer Success Services Priority at now. citrix.com/css-priority and find out how it can help you reach your business goals faster.

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