

## Citrix Annual Onsite Services

**Customers enjoy the benefits of having an onsite Citrix Consulting resource and a remote Citrix Technical Relationship Manager for a full year to work hand-in-hand with their own IT department. The consultants are highly skilled and have several years of experience in the implementation and operation of Citrix products. To augment their skills and experience the program also adds a 24/7 Technical Support contract and a named Technical Relationship Manager to your Citrix resources.**

### Key Benefits

**Investment protection for Citrix technologies**—The onsite consultant works hand-in-hand with your IT staff and gives continuous guidance on best practice implementation and the operation of your Citrix environment.

**Liaison to Citrix in all functional areas**—The Citrix onsite consultant is your conduit into Citrix. The consultant has access to the entire breadth of Citrix thought leadership in Engineering, Consulting Solutions, Product Management, and more.

**Execute any Citrix Consulting project**—Should you decide to conduct a structured project, the Citrix onsite consultant can participate in or lead any Citrix Consulting engagement based on their familiarity with your enterprise - either as a dedicated resources - or in conjunction with additional subject matter experts from Citrix Consulting.<sup>1</sup>

**Technical Support**— The Technical Relationship Manager manages any technical support topic for you. From opening an initial support ticket, through regular status reports to closing the issue, the onsite consultant and technical relationship manager leverage their combined knowledge of your environment and access to key contacts within Citrix to expeditiously resolve any technical support issue.

**Cost Savings**— The Annual Onsite Service offers significant cost savings compared to standard Citrix Consulting and Technical Support rates.

**Additional Benefits**— Additional program benefits may be available in your area and can include time with consulting architects, assigned escalation resources and onsite support services. Contact your services representative to find out more.

<sup>1</sup> Depending on the scope of the project, an additional Statement of Work may be required

## Engaging Citrix Services

To engage Citrix for the annual onsite service, please contact your Citrix Consulting area manager or technical support contact.

### Citrix — Americas

Citrix Systems, Inc.  
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USA  
Consulting: 1-800-393-1888 Option 55  
Tech Support: +1 -954-689-1360 or [support.sales@citrix.com](mailto:support.sales@citrix.com)

### Citrix — Europe, Middle East, Africa

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### Citrix — Pacific

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About Citrix  
Citrix Systems, Inc. (NASDAQ:CTXS) is a leading provider of virtual computing solutions that help companies deliver IT as an on-demand service. Founded in 1989, Citrix combines virtualization, networking, and cloud computing technologies into a full portfolio of products that enable virtual workstyles for users and virtual datacenters for IT. More than 230,000 organizations worldwide rely on Citrix to help them build simpler and more cost-effective IT environments. Citrix partners with over 10,000 companies in more than 100 countries. Annual revenue in 2009 was \$1.61 billion.

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