Citrix Customer Success Program

Citrix Systems, Inc. (Citrix) has established the Citrix Customer Success Program to help accelerate successful outcomes across the customer's Citrix journey. The focus of this program is to help Citrix customers build a stable and resilient solution for their current and future business needs.

The Citrix Customer Success Program services include, but are not limited, to the following:

Assessments
Citrix's team of technologists will lead in-depth discovery sessions with the customer, review technical configurations, and assess risks in the customer's environment. The output of this effort may include a review of the customer's current architecture that identifies risks and recommendations.

Design
Citrix's team of technologists may host in-depth planning sessions to review or help establish the architecture of the customer's future needs. The goal of this effort is to produce a proposed architecture and configuration of included components.

Architecture Workshop
Experienced Citrix technologist engages in strategic planning sessions that may involve customer's overall strategic programs, additional use cases, additional technologies, project blockers, or security concerns.

Resident Resource
For some customers, a longer term technical consultant is needed. This resource will help provide thought leadership driving strategic direction of a customer's technical solution. The technical consultant may provide assistance with environment architecture, design, migration, and/or modernization.

Terms
The Customer Success Program services are provided to customers at no additional charge to their licence subscription at Citrix's discretion. Citrix is not required to provide any of these services.