

Citrix Unified Services

Citrix Unified Services is a uniquely designed service program that provides invited customers with a highly available mission critical support service, enablement & updates on latest product directions and expert guidance on your Citrix/NetScaler system.

Mission critical support and maintenance

24/7/365, Unlimited Technical Support	✓
Severity One Target Response Time	<15 min
Severity One Target Restoration Time	<6 hrs
Critical Situation Management	✓
Live Chat	✓
Priority Queue	✓
Scheduled Support for Change Events	✓
Root Cause Analysis	Severity 1

Expert guidance & consultative engagement*

Assigned Technical & Solution Strategy Guidance	✓
Scheduled Health Check/Assessment	✓
Conceptual Design and Design Validation Assistance	✓
Discretionary Detailed Design, Implementation and Optimization Svcs	✓
Customer-specific Roadmap/Enhancement Feedback	✓
Mission Critical Root Cause Mitigation	✓
Accelerated Access to Product Engineering	✓

Technical enablement & readiness*

On-demand technical training	✓
Citrix/NetScaler Roadmap Reviews	✓

Legal Disclaimers and Program Terms

For a complete overview of the Citrix support services delivery, resources and program guidelines and terms, please review the Worldwide Support Service Guide. As part of your agreement, Citrix may audit license compliance as further described in the product documentation and [Worldwide Support Service Guide](#). This requirement does not apply to the extent prohibited by law or regulation.

Citrix reserves the right to make updates to its maintenance and support packages and requirements, at its sole discretion, from time to time, as business needs require.

The relevant web pages will be updated with respect to any updates as of their effective date.

*Services outlined will be performed at Citrix's discretion.

Response Times

Citrix provides 24/7/365 for Severity 1 issues only. Assistance with Severity 2 (site degradation) and all other issues is available during local business hours (8am–6pm) as per regions listed in the Worldwide Support Services Guide.



Enterprise Sales

North America | 800-424-8749

Worldwide | +1 408-790-8000

Locations

Corporate Headquarters | 851 Cypress Creek Road, Fort Lauderdale, FL 33309, United States

Silicon Valley | 4988 Great America Parkway, Santa Clara, CA 95054, United States

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