

NCT Customer Success for Citrix



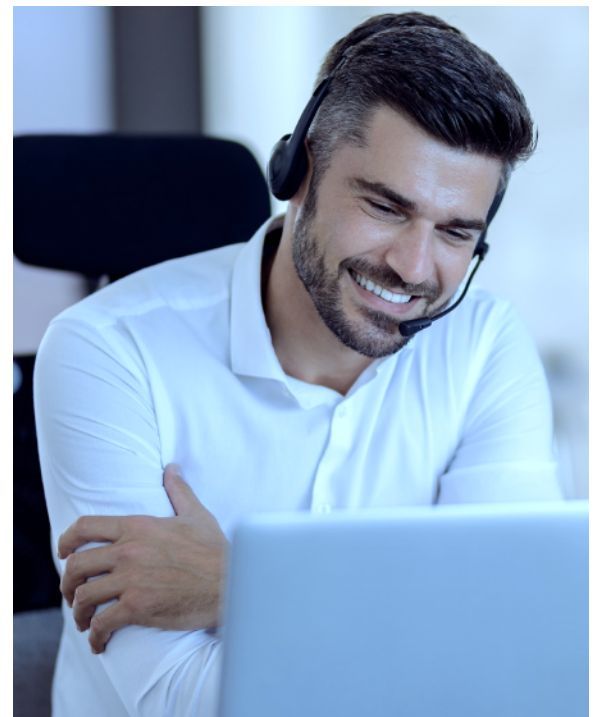
Personalized, proactive support for your business-critical environments designed to help you minimize risk, accelerate and maximize the value for your Citrix workloads.

Assigned Technical Account Manager

The Technical Account Manager has extensive experience delivering Citrix solutions and is equipped to troubleshoot and resolve complex issues quickly. Our goal is to minimize downtime exposure in your business, either through proactive advice or by managing support requests through a dedicated contact who knows your Citrix infrastructure.

Make the most of your Citrix environments

Technical Account Managers provide personalized support for your Citrix technology to help resolve issues faster. They understand your core business objectives and your IT environment. With this unique combination of technical background and customer knowledge, they can support your IT team through ongoing reviews, advice, and guidance to maximize the productivity of your infrastructure.



Expert guidance

An assigned Technical Account Manager (and named backup) will work with you to proactively understand your critical environment, technology objectives, and ensure optimization of your Citrix solutions with leading practices. Periodic operational reviews, case trend analysis, and configuration and installation advisory for change events helps you accelerate time to value.

Proactive monitoring

Exclusive access to periodic environmental supportability reviews providing proactive insights into risks, and supportability optimization, plus the use of tools, analytics, adoption insights, and cloud services enabling proactive monitoring and issue prevention.

Improve time-to-value

Your assigned Technical Account Manager will become a trusted advisor, advocate and partner in your success. They'll regularly provide recommendations that optimize your environment and operations to leverage best practices and amplify results.

Geographical Coverage of TAM Service: Europe & LATAM

Our Technical Account Management (TAM) service offers extensive geographical coverage across Europe and LATAM, ensuring that your business receives world-class IT support no matter where you're located.



KEY BENEFITS

- Designated operational technical point of contact
- Familiar with your environment and your use cases
- Expertise on troubleshooting tools and methodologies
- Recommended practices and knowledge transfers
- Customized services
- Supportability and maintainability advice
- Comprehensive reviews and recommendations
- Conduct regular operational review meetings

Service Delivery Phases

With this structured and personalised approach, we ensure a long-term partnership that evolves in line with your business needs.

Engage: We begin by gaining a deep understanding of your business objectives and technical challenges, establishing a clear and tailored roadmap.

Implement: We ensure effective execution based on Citrix best practices, reducing risk and accelerating time-to-value.

Optimize: Through proactive monitoring, usage analysis and strategic recommendations, we help you continually enhance performance, security and end-user experience.



Our proposal

	TAM Service (SW/NW)	TAM Advanced Service (SW/NW)
Assigned Technical Account Manager (SW/NW)	✓	✓
Case Management	✓	✓
Incident and Situation Management	✓	✓
Bug Scrub	✓	✓
Monthly Case Report & Incident Analysis	✓	✓
Configuration and Installation Advisory	✓	✓
Quarterly Technical Webinars		✓
Technical Newsletter		✓
Supportability Reviews	Once per year	Twice per year
Operational Review Calls	Quarterly	Monthly
Annual Operational Technical Plan		✓
Onsite Meetings (<i>Requires T&E</i>)		✓
Technical Support Onsite		Add-on

Learn more about the TAM service by NCT at www.newcloud-technologies.com/en