

# NCT Customer Success for Citrix



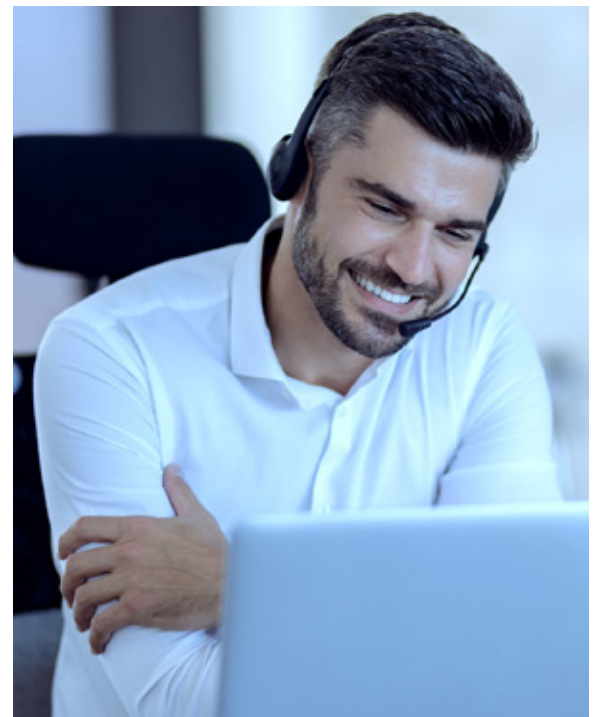
Delivering an additional layer of technical execution, operational proximity, and specialized guidance to enhance the resilience and efficiency of your business-critical Citrix workloads, with personalized, proactive engagement designed to help you minimize risk and accelerate value.

## Assigned Technical Success Engineer

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

## Make the most of your Citrix environment

The Technical Success Engineer provides personalized assistance for your Citrix technology to help resolve issues faster. They understand your 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 Success Engineer (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 reviews, case trend analysis, and configuration and installation advisory for change events helps you accelerate time to value.

## Proactive monitoring

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

## Improve time-to-value

Your assigned Technical Success Engineer will work alongside your time 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 TSE Service: Europe & LATAM

Our Technical Success Engineer (TSE) 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 personalized 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 operational 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 recommendations, we help you continually enhance performance, security and end-user experience.



## Our proposal

	TSE Service (SW or NW)
Assigned TSE (SW/NW)	✓
Case Management	✓
Incident and Situation Management	✓
Bug Scrub	✓
Regular Case Report & Incident Analysis	✓
Configuration and Installation Assistance	✓
Quarterly Technical Webinars	✓
Technical Newsletter	✓
Supportability Reviews	✓
Operational Review Calls	✓
Technical Execution Plan	✓
Onsite Meetings ( <i>Requires T&amp;E</i> )	✓
Technical Support Onsite	Add-on
Cross-vendor Coordination for Citrix Workloads	✓