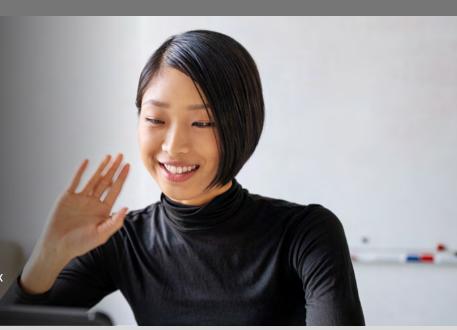# Citrix Customer Success Management

Whether we're helping you plan for your journey, sharing insights to improve your experience, or providing the resources you need to achieve your goals—we'll help you write, and live, your own Citrix success story.

See your path to success

80%

of organizations say working with us is a four- or five-star experience.[1]

No two businesses start their Citrix journey from the same place, or with the same objectives. We'll help you map the best path forward—collaborating with your team at every step, from planning to optimization.

1. TechValidate. TVID: 412-D8F-F2E

Race past roadblocks

4/5

say we've helped them to accelerate adoption by at least 4x.[2]

Our mission is simple: to make sure you have everything you need to succeed. By sharing insights and resources, and keeping you informed about new features and functionality, we'll help you to realize the full value of your Citrix products and services.

2. TechValidate. TVID: 29B-694-355

Achieve your outcomes

76%

say we've been key to their successful implementation and adoption.[3]

We're on your journey with you. We'll act as your advocate within Citrix, engaging subject matter experts, orchestrating meetings, sharing your feedback with the right teams. When you're celebrating your successes, we'll be celebrating them too.

3. TechValidate. TVID: F82-E0A-1E3

The Success Center

Our Success Center puts all the tools, resources, and support you need to maximize the value of your Citrix investment, in one, always-available place.

The Journey Toolkit gives you frameworks, templates, and checklists to accelerate your project's progress; everything from build guides to methodologies for measuring end user engagement.

And once you sign into your Citrix account, you'll be able to build your own Success Plan—defining clear business and technical goals, and tracking your progress until they're achieved.

Your Customer Success Manager (CSM)

Your CSM guides you to achieve your business outcomes. Think of them as your co-pilot—helping you navigate your entire journey with Citrix and working with you to understand your challenges, goals, and use cases.

Your CSM will assist you through your planning initiatives, including the creation of your personalized Success Plan.

They'll share tips, monitor your product usage, and provide guidance to shorten your time to value. And if you need any extra product or engineering resources, your CSM will coordinate the right team to help.

Your Customer Success Engineer (CSE)

Your CSE guides you to achieve your technical outcomes. Think of them as your team of subject matter experts, working to understand your needs, assess your readiness, and execute engagements that accelerate your implementation. For example, providing hands-on assistance to help you get started with your subscription.

They'll also introduce you to new product features and functions, share input on architectural or strategy decisions, and conduct technical workshops to help you maximize the value of your solutions.[4]

What to expect

- Personalized success planning

- Onboarding andtechnical guidance

- Change managementand end user adoption enablement

- Product demonstrations and previews

- Access to tools, tips, and resources in the Success Center

- Ongoing assistancefrom your CSM team

4. If you need help with project-based efforts like designs, health checks, or full production builds, please engage with Citrix Consulting Services (CCS) or a partner

"

What I appreciate most about the CSM team is that they're knowledgeable and personable. I like having both someone to assist with overall coordination of our Citrix engagements—and someone to serve as the technical expert."

Martin Zeller, Security Officer, Tampa General Hospital.[5]

5. TechValidate. TVID: 6B2-2C3-E16

Your success story starts here

Whether you're taking your first steps with Citrix, or you've been with us all along, we're here to help your team do extraordinary things.

Visit the Citrix Success Center: https://success.citrix.com

Derive Technologies is a Minority-Owned Business Enterprise (MBE) and a brand-agnostic full-service IT integrator aligned with best-of-breed technology to optimize and empower your IT environment.

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