

Esteem Citrix Support and Managed Services

Improving Uptime, Availability and Performance of your key Citrix Systems

What is it?

Esteem offers tailored solutions to proactively maintain and support your complete Citrix infrastructure. We work with you to develop a solution that suits your business requirements, ranging from a Remote Support package to a fully Managed Service.

As a UK Platinum Citrix partner, with over 20 years' experience, we will address the challenges of supporting your full Citrix environment by delivering flexible options, this ranges from 1st, 2nd & 3rd line support, to assisting your internal teams, through to the complete management of your entire Citrix infrastructure.

Access to our industry leading support specialists 24x7 gives you the peace of mind that your Citrix environment is in a safe pair of hands.

What's supported?

Our breadth of services covers ALL of the Citrix product offerings, ranging from XenApp, XenDesktop, XenMobile and NetScalers. Our Citrix specialists work with your internal IT teams to understand your business issues and advise you on other Citrix offerings, such as ShareFile and CloudBridge.

Esteem has extensive experience covering all four main specialisms and skills across the complete range of Citrix technologies.

Is it for me?

A Citrix Managed Service is for organisations which have adopted Citrix to deliver business critical applications to their users and which recognise the complexity of supporting the Citrix portfolio, including secure network access. We help organisations which want to address the internal resource issues of managing a Citrix estate by gaining access to our experienced Citrix specialists.

What's the benefits?

Flexible – A tailored service to suit your business needs

Access – Our large fully trained team of Citrix implementation and support experts

Responsive – 24x7 x 365 UK Support Centre will maintain your business critical systems

Reliable – A highly proven support partner, with experience of supporting thousands of Citrix environments

Highest Level of Accreditations – Citrix Platinum service partner with one of the highest number of accredited specialists in the UK

Features	Remote Support	Managed Service
Remote delivery from UK service delivery team	✓	✓
Number of incident resolutions included	10	Unlimited
Hours of cover: 9am – 5pm Mon – Fri (exc bank holidays)	✓	✓
24x7x365 standby cover	X	✓
SLA reporting	X	✓
Management of core environment	X	✓
Implement vendor recommended patches and updates	X	✓
Quarterly Management Reports	X	✓
Management of Citrix Gold Server image	X	✓
Support of NetScaler Access Gateway devices	✓	✓
Extended NetScaler support	X	✓
Remote Monitoring	X	✓
Named Technical Account Manager	X	✓
Quarterly Service Review	X	✓
Annual Strategy Workshop	X	✓
Annual Farm Health Check	X	✓

01937 861 000

contact@esteem.co.uk

www.esteem.co.uk/partners/citrix/pages/citrix-partner.aspx



maintain | transform | manage