INGRAM
MICRO ™
Partner Smart

CITRIX ®

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Vendor Program Overview

Citrix desktop virtualization, application virtualization, server virtualization, application networking, cloud computing and Software as a Service offerings radically simplify computing for millions of users, delivering applications as an on-demand service to any user, in any location on any device. The Citrix family of products and services centralize, virtualize and minimize the complexity of traditional computing – significantly reducing costs, improving information security, mobilizing people, and delivering enterprise agility.

Key Products

Xenapp – on-demand application delivery solution that enables any Windows application to be virtualized, centralized and managed in the datacenter and instantly delivered as a service to users anywhere on any device.

Xendesktop– a desktop virtualization and VDI solution that delivers a complete Windows desktop experience as an on-demand service to any user, anywhere. Whether users are task workers, knowledge workers or mobile workers, XenDesktop can quickly and securely deliver individual applications or complete desktops while providing a high-definition user experience

Xenserver – provides a set of management and automation capabilities that extends the capabilities of either the free Citrix XenServer or Microsoft Hyper-V to help customers transform datacenters into proactive and automated delivery centers.

Access Gateway- is a secure application access solution that provides administrators granular application-level control while empowering users with remote access from anywhere. It gives IT administrators a single point to manage access control and limit actions within sessions based on both user identity and the endpoint device, providing better application security, data protection, and compliance management.

Netscaler– an integrated Web application delivery controller that functions as an application accelerator through caching and HTTP compression, and provides advanced traffic management through Layer 4-7 load balancing and content switching functions. NetScaler also includes application security via a Web application firewall, including PCI-DSS security mandate protection, and SSL VPN. NetScaler further off loads application and Web servers to ensure application availability, increased security through SSL, and server consolidation. It reduces the TCO of Web application delivery, optimizes the user experience and makes applications run five times better

Branch Repeater– available as a physical or virtual appliance, is a WAN optimization solution that provides a high definition desktop and application experience to branch and mobile users while

dramatically reducing WAN bandwidth costs and simplifying branch infrastructure. Branch Repeater accelerates desktop and application delivery, decreases WAN bandwidth consumption, and enables server consolidation.

Maintenance/Support

All Licenses come with one year of Subscription Advantage built right in with the option to purchase additional years up from through Distribution. Subscription Advantage (SA) if current allows the user to download the latest and greatest version of the product along with any patches or fixes that may have been released. Hardware support is available for one, two, or three years at the Gold, Silver, Bronze levels (except the Access Gateway where only Gold and Silver are available). Bronze Maintenance includes business hours phone support (8am-6pm M-F) with standard ground replacement; Silver includes includes business hours phone support (8am-6pm M-F) with Next Day replacement; and Gold support includes 24-7 phone support and next day replacement.

Media

Hard copy media is available for all products with a Free download also being available for licensing products.

Authorization Requirements

In order to receive quotes on Citrix products or place orders one must be a Citrix Certified Sales Professional. To receive information about becoming a CCSP please contact info@citrixepg.com

Ordering Requirements

Citrix Software minimum purchase is 5 licenses (for all products except Xenserver). To assure prompt processing of your Citrix purchase, please be sure to include the following information when placing your order with us:

1. Ingram Micro Account number
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code (Citrix will not except a PO Box)
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)
8. The End-user's contract number with Citrix (if they do not have one they will need to set one up as this is the most vital part)

Product Delivery

Citrix Software's normal processing time on electronically delivered orders (Licensing and support) is 2-3 business days. Licenses are delivered to the End User's My Citrix account based on their contract number that needs to be on every order. The delivery must go directly to the end user, and reseller's are not copied. Hardware is shipped at Citrix's expense and typically takes 7-10 business days to arrive.

Renewals

All renewal opportunities need to be taken directly to Citrix. They can be reached at 1-800-424-8749. Unfortunately Distribution does not have SKU's to quote out or process orders for an opportunity of this nature.

Pricing Programs

Citrix has a discounted pricing structures for customers who order 150K worth of MSRP worth of products (See the below charts for discounted and educational pricing). Once the initial qualifying order is placed the customer can purchase at that discount level for the next 3 years so long as the satisfy the

reorder minimum which is 5K worth of MSRP worth of products. Customers who do not meet this requirement and are not an education or not for profit organization would purchase at Easy (Standard Corporate) pricing.

	EASY	Citrix Enterprise License Program						
Level	(n/a)	1*	2	3	4	5	6	7
Commitment	None	None	$150K USD	$300K USD	$600K USD	$1M USD	$1.5M USD	Reserrved for FLEX Customers
Initial Order (min)	None	None	$150K USD	$300K USD	$600K USD	$1M USD	$1.5M USD	
Term	N/A	N/A	3 Years	3 Years	3 Years	3 Years	3 Years	
Reorder[1] (min)	N/A	N/A	$5K USD	$5K USD	$5K USD	$5K USD	$5K USD	
Renewal Order[2] (min)	N/A	N/A	$75K USD	$150K USD	$300K USD	$500K USD	$750K USD	
Renewal Term[3]	N/A	N/A	2 Years	2 Years	2 Years	2 Years	2 Years	
Discount[4]	None	0%	25%	30%	35%	40%	45%	
PlusOne Upgrade Order[5] (min)	None	N/A	$225K USD	$450K USD	$650K USD	$875K USD	N/A	

Specific attributes may vary by geography.

NOTES

* Current ELA customers in a higher level who do not submit a qualifying Renewal Order are renewed at ELA Level 1 with no discount. New customers may not register in ELA Level 1 and should use EASY.

[1] A Reorder is an additional purchase placed during the term of the License Program.

[2] A Renewal Order must be placed during the 12 months prior to the License Program expiration date.

[3] The Renewal Term is the length of time the License Program is extended on receipt of a qualified Renewal Order.

[4] The discount is a reduction from the Suggested Retail Price on eligible products to the customer.

[5] A PlusOne Upgrade Order will increase the Program Level and associated benefits for the remainder of the Term.

Citrix Education License Program	
Commitment	None
Initial Order (min)	$20K USD
Term	2 Years
Reorder[1] (min)	$2K USD
Renewal[2] Order (min)	N/A
Renewal[3] Term	N/A
Discount[4]	40%