

# Citrix Service Provider Program Guide



## Worldwide

### INTRODUCTION

This document describes the program benefits, usage rights and requirements for the Citrix Service Provider (CSP) Program. It is to be read in conjunction with the Citrix Service Provider Agreement (CSPA).

This Program Guide comes into effect as of the Effective Date. It replaces all prior versions of the CSP Program Overview. Citrix may announce changes to this CSP Program, including the introduction of new product lines, changes to product categorization and distribution requirements. Such changes take effect thirty (30) days from the date of the announcement. The current version of the CSP Program Guide is located at [www.citrix.com](http://www.citrix.com)



## Membership Benefits and Requirements-At a Glance

Sales and Marketing Benefits	CSP Program
Access to Service Provider Edition Products	✓
Access to My Citrix Partner Portal	✓
Citrix partner program logo usage	✓
Access to Citrix Partner Events	✓
Technical Benefits	
Access to Citrix Developer Network	✓
Access to Technical Preview or Early Adopter Software	✓
Access to Citrix Training promotions	✓
Product road map and planning meetings (by invitation)	✓
Evaluation software terms	✓

Usage Rights	
Usage Based Licensing Model	✓
In accordance with Citrix End User License Agreements	✓
Peak Usage Billing Terms	✓

Program Requirements	
Signed Citrix Service Provider Agreement	✓
Choose Preferred Citrix Authorized CSP Distributor	✓
Provide usage reports to Citrix Authorized CSP Distributor	✓
Named business, marketing, sales and technical contacts	✓
Maintain technically certified personnel	✓
Service(s) available to Citrix for testing/support	✓
Technical Support	Optional Purchase

## QUALIFICATIONS

In order to qualify for the Citrix Service Providers (CSP) Program, participants must meet the following qualifications and be approved by Citrix:

- Utilizing Citrix products in an offsite multi-tenant or off-site dedicated environment
- Current membership in Microsoft SPLA program.
- In good financial standing with Citrix
- Citrix CSP may not be a current Citrix Authorized Distributor or a Citrix CSP Distributor.
- CSP offsite multi-tenant or dedicated environment must be distinct and separate from any additional environment where Citrix perpetual product is being used for internal or hosting purposes.

Questions?

Contact [csp@citrix.com](mailto:csp@citrix.com)

## PROGRAM LEVELS

The Citrix CSP Program has one level, Citrix Service Provider; Authorized

## I. PROGRAM BENEFITS

Subject to the participating CSP meeting the requirements, and maintaining a good financial standing with Citrix, they shall be eligible to receive the following benefits:

### **Access to Service Provider Edition Products**

CSP will have access to Service Provider Edition Products through their Citrix Authorized CSP Distributor. Provisioning will be authorized on a worldwide basis.

### **Access to My Citrix Partner Portal**

CSP will have access to the My Citrix Partner Portal which includes sales and marketing materials as well as license management tools.

### **Citrix partner program logo usage**

CSP will have access to the Citrix Partner Program Logo available at [www.mycitrix.com](http://www.mycitrix.com) under the terms defined on the website.

### **Access to Citrix Partner Events**

CSP will receive invitations to Citrix Partner events.

### **Access to Citrix Developer Network**

CSP will have access to the Citrix Developer Network at <http://community.citrix.com> which provides free access to Citrix technical information.

### **Access to Technical Preview or Early Adopter Software**

CSP will have access to early release and beta software releases either through their Citrix Authorized CSP Distributor or <http://community.citrix.com>.

### **Product road map and planning meetings (by invitation)**

CSP may be invited to review product roadmap and planning meetings.

### **Evaluation Software**

Participating CSPs will have the right to utilize the Citrix CSPLA products in their production environment to support **no charge evaluations** of their service for up to thirty (30) days only. Participating CSPs will be required to report these evaluation users in their standard usage reports for tracking and audit purposes. Should the participating CSP offer billable evaluations to end user customers or offer evaluations for greater than 30 days, standard pricing will apply.

### **Technical Support**

Citrix CSP may optionally purchase a partner technical support package in the Geography where they are hosting in accordance with the terms and conditions of a Citrix Preferred Support Services Agreement attached as an exhibit to the Program Guide. If CSP is an existing Citrix Partner with access to support they may use these Technical Support incidents under their existing Partner Technical Support Agreement.

### **Training Benefits**

Citrix Education offers partners a solid knowledge base of Citrix products, technology and best practices. This is accomplished through a robust curriculum that includes instructor-led and eLearning courses, and culminates with certification exams. Citrix training and certifications enable IT professionals to build, maintain and maximize Citrix environments.

Citrix Education develops training courses, exams and certification programs supporting virtually all products offered.

- **Training:** Citrix authorized training is developed to provide students with the knowledge needed to sell or deploy and administer Citrix products. Authorized Citrix courseware is delivered as instructor-led training, eLearning, or a combination of both. Instructor-led training can be delivered at over 250 CALC locations globally, onsite, or through distance learning, while eLearning is available online 24x7.
- **Exams:** Citrix exams and assessments are developed to test knowledge of a particular Citrix product or technology. Citrix exams are developed with the utmost quality and rigor to uphold the value of their respective Citrix certifications. Citrix exams may be taken at Prometric or Vue testing centers all over the world.
- **Certifications:** Citrix certifications are a collection of requirements and preparatory recommendations designed around mastery of a particular Citrix product line or technology. Citrix certifications are well-known and respected in the IT industry. Sales and technical certifications are available.

For more information about Citrix Training please contact [training@citrix.com](mailto:training@citrix.com)

### Partner Preferred Pricing for Citrix Education

Citrix is pleased to introduce the Partner Preferred Pricing program, the new partner education program designed to ensure that you are trained and certified in the essential Citrix technologies. This program features self-paced online training and exams, priced at 80% less than customer retail price. This program is designed to ensure you maximize your learning time by offering training and certifications for on-demand virtualization and networking solutions.

The Partner Preferred Pricing program will be available exclusively to the Citrix partner network throughout 2010; however specific offers and prices may change. Partner education packages include:

- **Application** **Virtualization**  
Available for \$995 USD (a savings of over \$2,000 USD from customer retail price), this offer includes:
  - Access to the latest Citrix XenApp™ self-paced online training course, *CXA-201P-1W Implementing Citrix XenApp 5.0 for Windows Server 2008*
  - Exam voucher for *1Y0-A05 Implementing Citrix XenApp 5.0 for Windows Server 2008*, the requirement for the CCA for Citrix XenApp 5 for Windows Server 2008.
- **Desktop virtualization** package is available for \$995 USD and includes:
  - Access to self-paced online courses for **XenDesktop 3 and 4; XenServer 5 and Provisioning Server 5**
  - Exam voucher for **XenDesktop exam A17**, the requirement for the CCA for Citrix XenDesktop 4; **XenServer exam A09**, the requirement for the CCA for Citrix XenServer Enterprise Edition 5
- **Application Networking** package is offered at \$995 USD and includes:
  - Access to **NetScaler 9** self-paced online course with an on-demand lab
  - Exam voucher for **NetScaler exam A11**, the requirement for the CCA for Citrix NetScaler 9
- **Basic Virtualization Combination** is available for the low price of \$1,495 USD and includes:

- Application virtualization bundle, which consists of the self-paced online course for **XenApp 5 for Windows Server 2008**. Also included is **XenApp exam A05**, the requirement for the CCA for Citrix XenApp 5 for Windows Server 2008.
- Desktop virtualization bundle (see details above)

All offers in the Partner Preferred Pricing program are available exclusively to the Citrix partner network throughout 2010; however specific offers and prices may change.

To learn more and register, visit [www.citrix.com/partnertraining](http://www.citrix.com/partnertraining). My Citrix login required.

## II. USAGE RIGHTS

### **Usage Based License Model**

The Usage Based License Model is based on a per active subscriber, per peak active VM or per virtual appliance license. Each license permits one user, using any device, to access instances of the server software on your servers. The CSP must acquire and assign a license to each user or VPX appliance that is authorized to access the CSP's instances of the Software directly or indirectly; regardless of actual access to the server software.

**Running Instances of the Server Software:** CSP may run or otherwise use any number of instances of the server software in physical or virtual operating system environments on any number of devices.

**Running Instances of the Client Software:** CSP may run or otherwise use any number of instances of the client software in physical or virtual operating system environments on any number of devices. You may use the client software only with the server software directly or indirectly through other client software.

**Creating and Storing Instances on CSP Servers or Storage Media:** CSP has the additional rights below for each software license you acquire.

- **CSP may create any number of instances of the server software and client software.**
- **CSP may store instances of the server software and client software on any of your servers or storage media.**
- **CSP may create and store instances of the server software and client software solely to exercise your right to run instances of the server software under the software licenses as described above (e.g., CSP may not distribute instances to third parties).**

### **End User License Agreement (EULA) and EULA Updates**

All EULA terms and conditions apply to the CSP and End User's use of the Citrix Software Products. The EULAs are located at [www.citrix.com](http://www.citrix.com). Citrix may update EULA terms at any time.

### **Term of License**

You may not access or use the online service after your CSPA terminates or expires.

### **Responsibility for Your Accounts**

CSP is responsible for all activity with CSP's accounts (including users that CSP provisions), and CSP passwords, if any, including dealings with third parties that take place through your account or associated accounts. CSP must keep accounts and passwords confidential. CSP must inform Citrix right away about any possible misuse of accounts or any security breach related to the online service.

### **Peak Active Subscriber / VM Billing**

CSP must pay Citrix or Citrix Authorized CSP Distributor, net 30 days from date of invoice, a fixed amount for all Citrix Products accessed during the calendar month. There is no monthly minimum requirement and there is no volume discount associated with this Program. Billing will be accordance with the monthly Usage Report provided to Citrix or the Citrix Authorized CSP Distributor by the CSP.

### III. PROGRAM REQUIREMENTS

#### Trained Personnel

Additional information on Citrix certifications may be found at [www.citrix.com/training](http://www.citrix.com/training).

Participating CSP's are required to maintain a minimum number of trained and accredited personnel at all times in each geography where the participating CSP is hosting services. CSP is not required to have personnel trained to apply for the program. The numbers of people and training requirements per product are as follows:

- 2 different individuals must hold an administrator level technical certification (CCA) or higher from any of the certifications listed below.
  - Citrix XenApp:
    - CCA for XenApp 5 for Windows Server 2008
    - CCA for XenApp 5 for Windows Server 2003
  - Citrix XenDesktop:
    - CCA for XenDesktop Enterprise Edition 2
  - Citrix XenServer:
    - CCA for Citrix XenServer Enterprise Edition 5
  - Citrix NetScaler VPX
    - CCA for Citrix NetScaler
  - Citrix Access Gateway VPX
    - CCA for Citrix Access Gateway
  - Citrix Branch Repeater VPX
    - CCA for Citrix Branch Repeater

Additional information on Citrix certifications is available at [www.citrix.com/training](http://www.citrix.com/training)

Should at any time the minimum number of trained and accredited personnel not be met, participating CSPs has 90 days to make up the missing training requirements. Should the participating CSP be unable to comply with this requirement due to Citrix's inability to provide training and accreditation to personnel, through one of the publicly available and regularly scheduled courses, within such timeframe, Citrix shall at its sole option provide specifically scheduled training or extend the deadline until such time that such training may be made available to participating CSP personnel.

#### Marketing

Within thirty (30) days of signing the Agreement, the participating CSP shall ensure that a reasonable and agreed upon presence of Citrix and its products on the participating CSP's website is developed and maintained adhering to Citrix branding guidelines. Citrix content will be provided by your Citrix Authorized CSP Distributor Sales Representative.

#### Named business, marketing, sales and technical contacts

CSP will be required to provide business, marketing, sales and technical contacts that will be primary contacts in their functional areas for Program and product information.

#### Service(s) available to Citrix for testing/support

CSP agrees to grant access to Citrix to their services for required testing/support.

#### Communications

Citrix requires all participating CSP to permit receipt of email concerning program benefit and/or requirement changes as well as other Citrix channel communications.

### **Reporting**

Participating CSPs are required to provide timely and complete reports to their assigned Authorized CSP Distributor by the 10th calendar day of each month. Authorized Citrix CSP Distributors will provide aggregated usage reports to Citrix by the 15th calendar day of each month. A sample of this usage report is included in the CSPA. CSPs are granted a grace period of 60 days from contract date before they are required to begin reporting to support the integration of Citrix Infrastructure into their service offering. The CSP is required to begin reporting immediately upon having their first billable service or evaluation based on Citrix product. Each report must be consistent and reflect the correct usage for the period for all Citrix Products accessed during the calendar month. Any reports that are inconsistent with or are not submitted in good faith may be subject to termination as outlined below.

### **Survey**

Citrix requires that all Participating CSPs complete an annual survey regarding information concerning the Citrix business that will enable Citrix to provide better support.

### **TERMINATION**

If a Citrix CSP fails to submit usage reports reflecting the correct usage for the period or reports zero revenue for 60 days they will be terminated from the Program with sixty (60) day notification. The CSP will be required to return their product to Citrix or their Citrix Authorized CSP Distributor.

### **Notifications**

Citrix may announce changes to this Program Guide from time to time, including but not limited to changes in benefits, requirements, introduction of new product lines and changes to the categorization of products. Citrix will notify participants thirty (30) days in advance of these changes taking effect.

For questions about the Citrix CSP Program, the Citrix CSP Licensing Agreement or information found in this guide, please contact your Citrix Authorized CSP Distributor.

## EXHIBITS

### Exhibit A

Citrix Service Provider Agreement

### Exhibit B

XenApp EULA	<a href="http://www.citrix.com/English/ps2/products/documents_onecat.asp?contentid=186&amp;cid=License+Agreements">http://www.citrix.com/English/ps2/products/documents_onecat.asp?contentid=186&amp;cid=License+Agreements</a>
XenDesktop EULA	<a href="http://www.citrix.com/English/ps2/products/documents_onecat.asp?contentid=163057&amp;cid=License+Agreements">http://www.citrix.com/English/ps2/products/documents_onecat.asp?contentid=163057&amp;cid=License+Agreements</a>
XenServer EULA	<a href="http://www.citrix.com/English/ps2/products/documents_onecat.asp?contentid=683148&amp;cid=License+Agreements">http://www.citrix.com/English/ps2/products/documents_onecat.asp?contentid=683148&amp;cid=License+Agreements</a>
NetScaler EULA	<a href="http://www.citrix.com/English/ps2/products/documents_onecat.asp?contentid=21679&amp;cid=License+Agreements">http://www.citrix.com/English/ps2/products/documents_onecat.asp?contentid=21679&amp;cid=License+Agreements</a>

### Exhibit C

Citrix Preferred Support Services Agreement (Optional)

**Exhibit D**

PRICING STRUCTURE AS OF EFFECTIVE DATE

Product Line	Product Family	License Model
Citrix XenApp	Premium Edition for Service Providers  Base Edition for Service Providers	Active Subscriber/Month
Citrix XenDesktop	Premium Edition for Service Providers	Active Subscriber/Month
Citrix Essentials for XenServer Citrix Essentials for Hyper-V	Essentials for Service Providers	Peak Active VM/Month
Citrix VPX Appliances	VPX Appliances for Service Providers	Active Virtual Appliance/Month