

Support Solutions



SMART Operating System Support – Citrix

Keystone's SMART Operating System Support Services are the fundamental building block of our range of Support Solution Products, providing a powerful expertise foundation to guarantee the highest levels of customer support. For the range of Citrix Operating Systems, we provide a single point of control, co-ordination and delivery of first rate technical user support. This ensures a high quality service and immediate access to a team of technical support specialists.

Available 24 hours a day, 365 days a year, complete with an unlimited number of support calls, and backed up by full access to our Technical Support Services team. Support calls can not only be for technical support but also for general advice and guidance, without incurring further costs.

Citrix Operating System Support is offered at a standard rate per server, irrespective of specifications, up to a maximum number when a group contract is applied and all servers are supported, again irrespective of hardware specification. Our unique approach enables customers to enjoy substantial cost savings in a multi-server and multi-platform environment. Additional service options are available for on-site escalation where telephone query fails to provide a suitable resolution.

Our Citrix Operating System Support also offers a remote dial-in function via a modem to diagnose, and where possible, provide the appropriate solution.

Keystone's Citrix Support Services, with the inclusive dial in diagnostics function, provides the most professional, efficient and cost effective support service currently available.

Citrix Products which are supported include:

- **Citrix Metaframe XP for Windows**
- **Citrix Metaframe 1.8 for Windows**
- **Citrix Metaframe 1.1 for UNIX**
- **Citrix Secure Gateway**
- **Citrix ICA Clients**

We hold the following Citrix Certifications:

- **Citrix Certified Administrator (CCA)**
- **Citrix Certified Enterprise Administrator (CCEA)**

KCG/POB/SP/OS/CIT
2.0/03/03/04

