# License Fees, Managed Service Options, and Onboarding Pricing for Citrix Cloud Workspaces - Secured Application Delivery and Management Provided by CenturyLink available on the CenturyLink Marketplace

| Citrix Workspace Cloud License (MRC) | | | CitrixWorkspaceCloudLicense(MRC)withShareFile | |
| --- | --- | --- | --- | --- |
| User Quantity | License Cost (Total) | | User Quantity | License Cost (Total) |
| 1-25 | $589 | | 1-25 | $708 |
| 25-35 | $824 | | 25-35 | $991 |
| 35-45 | $1,060 | | 35-45 | $1,274 |
| 45-55 | $1,295 | | 45-55 | $1,557 |
| 55-65 | $1,531 | | 55-65 | $1,840 |
| 65-75 | $1,766 | | 65-75 | $2,124 |
| 75-85 | $2,002 | | 75-85 | $2,407 |
| 85-95 | $2,237 | | 85-95 | $2,690 |
| 95-105 | $2,473 | | 95-105 | $2,973 |
| 105-115 | $2,708 | | 105-115 | $3,256 |
| 115-125 | $2,944 | | 115-125 | $3,539 |
| 125-135 | $3,179 | | 125-135 | $3,822 |
| 135-145 | $3,415 | | 135-145 | $4,106 |
| 145-155 | $3,650 | | 145-155 | $4,389 |
| 155-165 | $3,886 | | 155-165 | $4,672 |
| 165-175 | $4,121 | | 165-175 | $4,955 |
| 175-185 | $4,357 | | 175-185 | $5,238 |
| 185-195 | $4,592 | | 185-195 | $5,521 |
| 195-205 | $4,828 | | 195-205 | $5,804 |
| 205-215 | $5,063 | | 205-215 | $6,088 |
| 215-225 | $5,299 | | 215-225 | $6,371 |
| 225-235 | $5,534 | | 225-235 | $6,654 |
| 235-245 | $5,770 | | 235-245 | $6,937 |
| 245-255 | $6,055 | | 245-255 | $7,220 |

| | Basic | Standard | Advanced | Advanced Plus |
|---|:---:|:---:|:---:|:---:|
| **Citrix Cloud Workspace CLC Onboarding** | | | | |
| *Cloud Deploy Services* | | | | |
| **License/ Software assurance procurement - Citrix** <br> Obtain all applicable media and license from vendor/reseller for Citrix | ✓ | ✓ | ✓ | ✓ |
| **License/ Software assurance procurement - Microsoft** <br> Obtain all applicable media and licensing from vendor/reseller for Windows Operating System and RDS licenses | ✓ | ✓ | ✓ | ✓ |
| *Deployment Services* | | | | |
| **License/ Software assurance procurement - Citrix** <br> Obtain all applicable media and license from vendor/reseller for Citrix | ✓ | ✓ | ✓ | ✓ |
| **License/ Software assurance procurement - Microsoft** <br> Obtain all applicable media and licensing from vendor/reseller for Windows Operating System and RDS licenses | ✓ | ✓ | ✓ | ✓ |
| **Deploy Citrix Cloud**     Configure <br> Citrix cloud and assign administrator access | ✓ | ✓ | ✓ | ✓ |
| **Deploy Cloud Infrastructure Virtual Machines** <br> Deploy cloud infrastructure VM's needed to host solution (2 Active Directory, 2 Cloud Connector, 1 Desktop VDA minimum, 1 Profile Manager | | | | ✓ |
| **Deploy & Configure Desktop Platform** <br> Configure core Citrix infrastructure; Cloud Connector and Licensing | | ✓ | ✓ | ✓ |
| **Citrix VDA Deployment**     Deploy <br> Citrix Virtual Delivery Agent install/ register virtual delivery agent (25 user per VDA) | | ✓ | ✓ | ✓ |
| **Configure Profile Manager** <br> Configure Profile Manager Policy | | | ✓ | ✓ |
| **Assign users to apps and desktops** <br> Assign users and group to app and desktop resources | | | ✓ | ✓ |
| **Application Installation Support & Testing** <br> Assist with application installation and testing | | | ✓ | ✓ |
| **Create Baseline Image**     If <br> applicable create and configure baseline image that will be used to rapidly deploy new hosts for increased capacity | | | ✓ | ✓ |
| **Active Directory Integration** <br> Provide up to 8 hours AD integration support services | | | | ✓ |
| **Integration Support** <br> Provide 4 hours of integration support to get you up and running | ✓ | ✓ | ✓ | ✓ |
| **Preview and Tour** <br> Provide 1hr guided tour of your environment | ✓ | ✓ | ✓ | ✓ |

## Onboarding Pricing

| User Quantity | Onboarding (NRC) | | |
| --- | --- | --- | --- |
| | Basic | Standard | Advanced |
| 1-25 | $875 | $3,500 | $5,250 |
| 25-35 | $875 | $3,500 | $5,250 |
| 35-45 | $875 | $3,500 | $5,250 |
| 45-55 | $875 | $3,500 | $5,250 |
| 55-65 | $875 | $3,800 | $5,250 |
| 65-75 | $875 | $3,800 | $5,250 |
| 75-85 | $875 | $4,200 | $5,600 |
| 85-95 | $875 | $4,200 | $5,950 |
| 95-105 | $875 | $4,550 | $6,300 |
| 105-115 | $875 | $4,550 | $6,300 |
| 115-125 | $875 | $4,900 | $6,650 |
| 125-135 | $875 | $4,900 | $6,650 |
| 135-145 | $875 | $4,900 | $6,650 |
| 145-155 | $875 | $5,250 | $6,650 |
| 155-165 | $875 | $5,250 | $7,000 |
| 165-175 | $875 | $5,250 | $7,000 |
| 175-185 | $875 | $5,600 | $7,000 |
| 185-195 | $875 | $5,600 | $7,350 |
| 195-205 | $875 | $5,950 | $7,350 |
| 205-215 | $875 | $5,950 | $7,700 |
| 215-225 | $875 | $5,950 | $7,700 |
| 225-235 | $875 | $6,300 | $8,050 |
| 235-245 | $875 | $6,300 | $8,050 |
| 245-255 | $875 | $6,300 | $8,050 |

# Managed Services Offerings

| Task | Basic | Standard | Advanced |
|---|---|---|---|
| **Citrix Cloud Workspace CLC** | | | |
| ***Managed Services*** | | | |
| ***Administration*** | | | |
| Support Cloud infrastructure: Citrix Cloud, Cloud Connector support services | | ✓ | ✓ |
| Standard monitoring and alerts | | ✓ | ✓ |
| Manage Citrix Cloud, Cloud Connector, Machine Creation Services | | ✓ | ✓ |
| Manage Citrix Cloud infrastructure issues and requests | | ✓ | ✓ |
| Cloud Connector Upgrade (annual) | | ✓ | ✓ |
| VDA software Upgrade (annual) | | ✓ | ✓ |
| Create Machine Catalog and assign VDA's | | ✓ | ✓ |
| Create Delivery Group | | ✓ | ✓ |
| Assign users to resources | | | ✓ |
| Publish Applications | | | ✓ |
| Deploy base XenApp VM | | | ✓ |
| Deploy Virtual Delivery Agent (VDA) to new XenApp host and configure delivery | | | ✓ |
| Troubleshoot performance issues | | | ✓ |
| Delivery Group modifications | | | ✓ |
| Modify published application settings | | | ✓ |
| Citrix Policy Management | | | ✓ |
| VDA Active Directory GPO Policy support | | | ✓ |
| Performance troubleshooting & support | | | ✓ |
| Add/ Removal of users to published application and desktops | | | ✓ |

# Managed Services Offerings (cont.)

| Task | Basic | Standard | Advanced |
|---|:---:|:---:|:---:|
| **Citrix Cloud Workspace CLC** | | | |
| ***Managed Services*** | | | |
| ***Administration*** | | | |
| Profile Manager administration and support | | | ✓ |
| Update VDA template | | | ✓ |
| Authentication troubleshooting | | | ✓ |
| Citrix profile share management | | | ✓ |
| Distribute SSL certificates to Citrix infrastructure | | | ✓ |
| Analyze & resolve infrastructure system problems | | | ✓ |
| Troubleshoot, reset/ disconnect session state | | | ✓ |
| Change management | | | ✓ |
| Assign/ delegate Citrix Administration Access | | | ✓ |
| Platform health check and recommendations | | | ✓ |
| ***Platform Upgrades*** | | | |
| Perform platform upgrades annually - Cloud Connector, License and Profile Manager software | | | ✓ |
| Virtual Delivery Agent (VDA) software upgrade (annual) | | | ✓ |
| Perform license update (annual) | ✓ | ✓ | ✓ |

# Managed Services Offerings (cont.)

| Task | Basic | Standard | Advanced |
|---|---|---|---|
| **Citrix Cloud Workspace CLC** | | | |
| *Managed Services* | | | |
| *Administration* | | | |
| *Printer Management* | | | |
| Installation of print drivers | | | ✓ |
| Citrix printer policy administration | | | ✓ |
| Troubleshoot Printing issues | | | ✓ |
| Citrix Session Printers | | | ✓ |
| *Desktop/Application Management* | | | |
| Workspace infrastructure patch and software update (Monthly) | | | ✓ |
| VDA patching and software update (Monthly) | | | ✓ |
| Support baseline application patching and upgrade | | | ✓ |
| Application and desktop policy and optimization | | | ✓ |
| *Personalization* | | | |
| Profile management | | | ✓ |
| *Problem Management* | | | |
| Identify infrastructure problems | | | ✓ |
| Resolve Citrix Cloud Platform Infrastructure problems | | ✓ | ✓ |
| Initiate change management if changes are required | | | ✓ |
| Update problem ticket with resolution information | | | ✓ |

## Managed Services Offerings (cont.)

| Task | Basic | Standard | Advanced |
|---|---|---|---|
| **Citrix Cloud Workspace CLC** | | | |
| ***Managed Services*** | | | |
| ***Administration*** | | | |
| ***Printer Management*** | | | |
| **Security Update** | | | |
| Deploy vulnerability updates | | | ✓ |
| **Licesne Management** | | | |
| **License/ Software reporting - Citrix**<br>Report monthly license utilization | ✓ | ✓ | ✓ |
| **Technical Support** | | | |
| **Direct Technical Support (Technical Contact)**<br>Technical contact can call support or open case from Citrix Cloud | ✓ | ✓ | ✓ |

## Managed Services Pricing

| Managed Services (MRC) | | | |
| --- | --- | --- | --- |
| User Quantity | Basic | Standard | Advanced |
| 1-25 | $0 | $1,025 | $1,275 |
| 25-35 | $0 | $1,072 | $1,381 |
| 35-45 | $0 | $1,148 | $1,568 |
| 45-55 | $0 | $1,181 | $1,706 |
| 55-65 | $0 | $1,163 | $1,705 |
| 65-75 | $0 | $1,133 | $1,817 |
| 75-85 | $0 | $1,165 | $1,965 |
| 85-95 | $0 | $1,245 | $2,145 |
| 95-105 | $0 | $1,325 | $2,325 |
| 105-115 | $0 | $1,405 | $2,505 |
| 115-125 | $0 | $1,485 | $2,685 |
| 125-135 | $0 | $1,565 | $2,865 |
| 135-145 | $0 | $1,645 | $3,045 |
| 145-155 | $0 | $1,725 | $3,125 |
| 155-165 | $0 | $1,805 | $3,305 |
| 165-175 | $0 | $1,885 | $3,585 |
| 175-185 | $0 | $1,965 | $3,765 |
| 185-195 | $0 | $2,045 | $3,945 |
| 195-205 | $0 | $2,125 | $4,125 |
| 205-215 | $0 | $2,205 | $4,305 |
| 215-225 | $0 | $2,285 | $4,485 |
| 225-235 | $0 | $2,365 | $4,665 |
| 235-245 | $0 | $2,445 | $4,845 |
| 245-255 | $0 | $2,525 | $5,025 |