



Citrix Support Service Offering

SUMMARY

Citrix computing can add to your organizational efficiency, but still requires specialized staff to maintain the service you expect and to quickly repair issues as they arise. When problems become too complex or front line staff needs assistance to solve issues, a trusted support partner can give you the assurance your critical business applications will keep running.

YOUR TRUSTED ADVISOR FOR SECURITY SOLUTIONS

RKON Technologies is a gold-certified Citrix Support Center that understands business demands and delivers support solutions to ensure technical issues are resolved quickly and efficiently. With a highly trained staff of senior engineers, RKON is capable of supporting your operations either 8x5 or 24x7 as your needs require. Unlike other support solutions, RKON does not place limits on support. You get consistent and unlimited service at one low price.

UNLIMITED SUPPORT

Citrix support contracts are limited in the number of incidents you can open per year. With RKON, Citrix support calls are unlimited. RKON encourages customers to be proactive in their support needs for better service to the end users.

PREMIUM SERVICE

RKON will provide a dedicated engineer who knows your environment expediting the call process. Issues are resolved rapidly and professionally.

EXPERIENCED ENGINEERS

IT environments can be complex and require integration with other technology products and solutions. RKON Citrix Support is provided by engineers with multi-vendor certification and experience to ensure faster resolution of issues.

Peace of mind. One phone call away.

Why RKON

At RKON Technologies, we care about providing our clients with world-class IT services, support, and long-term relationships.

We strive to provide superior client satisfaction while offering support to architect, implement, and support technology solutions that are secure, scalable, and highly available—on site or in the cloud.

CONTACT RKON

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