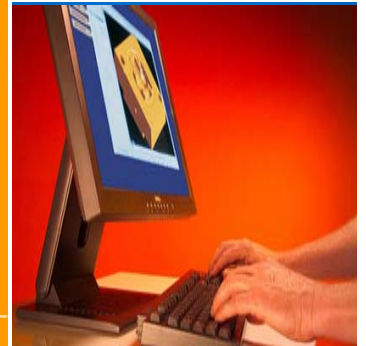
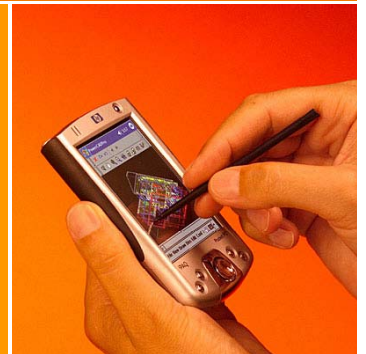


One Connection for the On-Demand Enterprise

Deanna Lyn
Senior Account Executive
Rocky Mountain Region





One Connection

CITRIX | online

Citrix Online Delivers Anytime, Anywhere Access

- Providing real-time, secure, on-demand connections between employees, partners, customers and prospects – anytime, anywhere

Citrix Online

- **Who we are:** a division of Citrix: the global leader in access infrastructure
- **Background:** founded 1997, acquired by Citrix in February 2004
- **Our mission:** to provide technology that securely and easily enables people to connect with colleagues, customers and information

It's all about the connection



What is GoToMeeting Corporate?

A revolutionary and unique online meeting solution

What does it deliver?

Easiest solution to use
Industry-leading security
Cost-effectiveness through All you can Meet™ pricing

Infrastructure Fit?

Integrates with your existing audio solution or offers free audio
Ideal for sales and marketing, HR, executives, everyday collaboration needs

What types of end-user is it best suited for?

Account Management – Enhanced communication with sales opportunities
Marketing Personnel – Present to press, analysts and partners
Sales Engineers – Live product/software demonstrations
Finance Team – Collaboration on critical documents

Licensing Model

Named Organizer ID – Online meeting attendees are free
Annual flat-fee pricing – All you can Meet™



GoToMeeting™
CORPORATE

CITRIX® | online

Please stand by for demonstration



Today's Online Meeting Challenges

GoToMeeting Corporate Solution

Travel is expensive and becoming more difficult

Significantly reduces or eliminates travel costs through easy, instant online meetings

Competition drives employers to seek productivity gains

Dramatically increases productivity by allowing visual communication to occur from anywhere, anytime

Robust security is required

Only end-to-end encrypted communication for secure application sharing

Roadblocks to adoption

Pricing structure and ease-of-use enables everyone to realize the value of online meetings



GoToMeeting™
CORPORATE

CITRIX® | online

What sets GoToMeeting apart?

- GoToMeeting puts the power of online meetings in everyone's grasp

GoToMeeting's unique pricing

- Based on the first *All you can Meet™* foundation
- Host unlimited meetings
- Host meetings for any duration
- Pay one flat-fee
- Encourages online communication to maximize value



GoToAssist™

CITRIX | online

What is GoToAssist?	Industry-leading remote support solution
What does it deliver?	Turnkey solution with ease of use and rapid deployment Faster time to connect, faster incident resolution Intuitive and easy to use collaboration tools Industry-leading security using end-to-end 128 bit AES encryption Collaborations tools, management reporting to measure your success and real-time, immediate end-user feedback
Infrastructure fit?	Tightly integrates with your existing call center metrics, queuing practices, auditing requirements and CRM packages
What types of end-user is it best suited for?	Technical Support Center – To support external customers Help Desk – To support internal end-users Professional Services – To facilitate technical implementations
Licensing Model	Named Technical Service Representative – Unlimited end-user support



GoToAssist™

CITRIX | online

Please stand by for demonstration



Today's Technical Support Challenges

GoToAssist Solution

How to increase customer satisfaction

Higher first call resolution rates and real-time service lead to 95%+ customer satisfaction ratings

How to handle increasing call volume with lower budgets

Higher first call resolution rates lead to lower total number of technical support incidents

How to cost-effectively resolve complex or mission-critical calls

Easy to use tools for chat, remote viewing and remote control to diagnose, troubleshoot and solve incidents

Roadblocks to adoption

Turnkey solution w/ industry-leading ease of use, rapid deployment and ROI



GoToAssist™

CITRIX | online

What sets GoToAssist apart?

- GoToAssist is an industry-leading remote support solution that transforms technical support into competitive advantage:
- Industry-leading quality of service
- Best-in-class security
- Best practice-driven troubleshooting tools, metrics reporting and solution administration
- More than 500,000 support sessions per month

Citrix Online Customers

- **Technology Companies:** Oracle, Altiris, Salesforce.com, Best Software, Hewlett Packard, Microsoft Business Solutions, Google, Dictaphone
- **IT Services:** Siemens Business Services, Computer Sciences Corporations
- **Healthcare:** UCLA Medical Center, Johns Hopkins, Cardinal Health, Baptist Health, Providence Health Systems, Denver Children's Hospital
- **Financial:** Beneficial Financial, Fidelity Insurance, Wells Fargo, TIAA-Cref Investments, Allied Mortgage, Fleet Capital, E*Trade
- **Telecommunications:** Cablevision, France Telecom, Telecom Italia, Sierra Wireless,, Verizon
- **Education:** BYU, Colorado State University, Stanford, Northwestern University, University of North Carolina, SUNY
- **Government:** USDA, U.S. Dep't. of Energy, U.S. Trade & Development, U.S. Tax Court and many local government agencies



ORACLE®

Intuit®

Microsoft
Business
Solutions

EarthLink®

SIEMENS

verizon

Gateway™

Stanford University

CABLEVISION

Peachtree®

For More Information On...

- **How GoToMeeting increases productivity and collaboration through “ad hoc” meetings**
- **How GoToAssist delivers substantial value by increasing first-call resolution**

**Please contact us for a case study or white paper
specific to your needs**

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