



Citrix Information Packet

For New Vendor Setup

September 2020



Company Profile

After three decades as an industry pioneer, we've learned a few lessons. Like what it really takes to bridge the gap between employee productivity and innovative thinking. And how a new generation of technologies can help people quiet the noise and focus on the work that matters most. That's why we're committed to delivering intelligent, unified workspaces that allow individuals to take control of their work days – and empower organizations to achieve more.

Founded in 1989, Citrix (NASDAQ: CTXS) provides a complete and integrated portfolio of Workspace-as-a-Service, application delivery, virtualization, mobility, network delivery and file sharing solutions that enables IT to ensure critical systems are securely available to users via the cloud or on-premise and across any device or platform. With annual revenue in 2019 of \$3.01 billion, Citrix solutions are in use by more than 400,000 organizations and over 100 million users globally – including 99% of the Fortune 500.

100

Countries

100M

Users

400,000+

Customers

10,000+

Partners

+45%

YoY Subscriptions

We believe the employee experience is so much more than collaboration and communication. It involves empowering individuals to focus on work that's personal and purposeful, and giving them the space they need. To think, explore, create, and grow.

We exist to help ensure your employees will always have fast, easy access to the resources they need to do their best work, no matter where the job takes them or what's happening in the world around them.

The people behind our progress

At Citrix, we believe organizational strength stems from the success of individuals. In giving people the freedom to do what they love and be who they want to be. In whatever size, shape, or form that may take.

40,000

Annual employee volunteer hours

to assist environmental, disaster relief and other nonprofits

\$680,000

Annual employee donations

to support health, education and more — all matched by Citrix

70+

Community ambassadors

leading Corporate Citizenship programs in local offices around the world



Americas Banking Information

Supplier Company Name: Citrix Systems, Inc.	TIN: 75-2275152 (US tax) Citrix Work Authorization User ID Number: 356748
Address: 851 W. Cypress Creek Rd. Fort Lauderdale, FL 33309-2009	GST/HST: 897863999RT0001 (Canada tax) QST: 1211397051 (Quebec tax)
Primary Contact Phone: (954) 267-3000	Contact Fax: (954) 267-3100 AR Fax: None
POs: Americas-InsideSalesSupport@citrix.com	Payment Terms: Net 30
Market Cap: \$12.58 Billion	Exchange: NASDAQ Ticker: CTXS
NAICS Codes: 511210, 541512, 541519	Cage No. 1M1D6
Date Established & Incorporated: April 17, 1989	SIC Code: 7372
State Incorporated: DE	Supplier Number: 6477655
Business License # 710793	Duns Number: 604596346
Please check all that apply: ☒ C-Corporation ☒ Large Business ☒ Not Minority-owned ☒ Application Service Provider (ASP) ☒ Software ☒ Hardware ☒ Related licensing and support	

For all invoices beginning with 9 or 8, please remit payments to the following:

Wells Fargo Bank	ABA Routing #	Account #	Swift Code	Address	Phone #
ACH & Wire Transfers Payable in USD	121000248	2090003163088	WFBIUS6S	Wells Fargo Bank, NA 420 Montgomery St. San Francisco, CA 94104	(800) 841-8893
Remit address for checks	Citrix Systems, Inc. PO Box 931686 Atlanta, GA 31193-1686			Please make payable to Citrix Systems, Inc. Indicate customer and invoice number(s) on payment.	
Beneficiary: Citrix Systems, Inc.				Note: Use this option if unsure	
AR Remit email for this bank account: ask-cash-apps@citrix.com					

For all invoices beginning with 44, please remit payments to the following:

Wells Fargo Bank	ABA Routing #	Account #	Swift Code	Address	Phone #
ACH & Wire Transfers Payable in USD	121000248	4388369068	WFBIUS6S	Wells Fargo Bank, NA 420 Montgomery St. San Francisco, CA 94104	(800) 841-8893
Remit address for checks	Citrix Systems, Inc. PO Box 936497 Atlanta, GA 31193- 6497			Please make payable to Citrix Systems, Inc. Indicate customer and invoice number(s) on payment.	
Beneficiary: Citrix Systems, Inc. (Cloud Collections Account)			AR Remit email for this bank account: hybris@citrix.com		

Executives: <https://www.citrix.com/about/executives/>

Board of Directors: <https://www.citrix.com/about/board/>

The information in this form has been verified.

David Rubenstein

Sep. 2020

David Rubenstein, Regional Manager

Lydia Kellman

Sep. 2020

Lydia Kellman, Manager



EMEA Banking Information

For all invoices beginning with 41 and require **EUR** currency payments, please remit payments to the following:

Bank of America, NA	Sort Code	Account #	Swift Code / BIC	Address	Branch
ACH & Wire Transfers Payable in EUR	165050	28497122	BOFAGB22	Bank of America, NA 5 Canada Square LONDON, GB	6008
Remit address:	Citrix Systems UK Bank of America, NA 5 Canada Square LONDON, GB			Please make cheques payable to Citrix Systems UK. Indicate customer and invoice number(s) on payment.	
Beneficiary: Citrix Systems UK			AR Remit email for this bank account: EMEA-Credit@citrix.com		

For all invoices beginning with 41 and require **USD** currency payments, please remit payments to the following:

Bank of America, NA	Sort Code	Account #	Swift Code / BIC	Address	Branch
ACH & Wire Transfers Payable in USD	165050	28497130	BOFAGB22	Bank of America, NA 5 Canada Square LONDON, GB	6008
Remit address:	Citrix Systems UK Bank of America, NA 5 Canada Square LONDON, GB			Please make cheques payable to Citrix Systems UK. Indicate customer and invoice number(s) on payment.	
Beneficiary: Citrix Systems UK			AR Remit email for this bank account: EMEA-Credit@citrix.com		

For all invoices beginning with 41 and require **GBP** currency payments, please remit payments to the following:

Bank of America, NA	Sort Code	Account #	Swift Code / BIC	Address	Branch
ACH & Wire Transfers Payable in GBP	165050	28497114	BOFAGB22	Bank of America, NA 5 Canada Square LONDON, GB	6008
Remit address:	Citrix Systems UK Bank of America, NA 5 Canada Square LONDON, GB			Please make cheques payable to Citrix Systems UK. Indicate customer and invoice number(s) on payment.	
Beneficiary: Citrix Systems UK			AR Remit email for this bank account: EMEA-Credit@citrix.com		

APJ Banking Information

For all invoices beginning with 42, please remit payments to the following:

Bank of America, NA	Sort Code	Account #	Swift Code/ BIC	Address	Branch
ACH & Wire Transfers Payable in USD only – AUD will be bounced back	232-001	14568059	BOFAAUSX	Bank of America Merrill Lynch Level 37, Governor Phillip Tower 1 Farrer Place, Sydney 2000 Australia	5201
Remit address:	Citrix Systems AsiaPac Bank of America Merrill Lynch Level 37, Governor Phillip Tower 1 Farrer Place, Sydney 2000 Australia			Please make cheques payable to Citrix Systems UK. Indicate customer and invoice number(s) on payment.	
Beneficiary: Citrix Systems AsiaPac			AR Remit email for this bank account: APJCashApps@citrix.com		



Frequently Asked Questions

Question/Request **Response**

General Information	
<i>Company name and headquarters</i>	Citrix Systems, Inc. 851 W. Cypress Creek Rd. Ft. Lauderdale, FL 33309 Additional locations are listed on our web site: www.citrix.com/contact
<i>Type of business</i>	C-Corporation Corporate entity, not tax exempt
<i>Number of employees</i>	8,200 employees located worldwide. A breakdown of employees per location is not publicly available.
<i>Company history</i>	In 1989 our founders invented a new way of computing, based on an idea that people should no longer be tethered to their office and IT should be able to deliver applications anywhere, to any device. This belief that people have to come first and that IT has to deliver systems and services that allow people to work their way is what continues to relentlessly drive us today. This has created consistency in what we do, and more importantly, pride in who we do it for. We owe our growth to the hard work and support of our ecosystem of partners and to the more than 400,000 customers who count on Citrix to help them be more efficient, agile, and successful. We owe our growth to a remarkable team of employees who remain enthusiastically committed to our vision and to the success of our customers.  20 year timeline 25th anniversary video: http://www.youtube.com/watch?v=Y9-5ObZfBAM
<i>Dun & Bradstreet #</i>	60-459-6346
<i>W-9 Form</i>	Available for download from our web site: https://www.citrix.com/content/dam/citrix/en_us/partnercentral/other/w-9-form-request-for-taxpayer-identification-number-and-certification.pdf

Question/Request	Response
<i>Annual revenues</i>	Annual revenues: • 2019: \$3.01 B • 2018: \$2.97 B • 2017: \$2.82 B • 2016: \$3.42 B • 2015: \$3.28 B 2017 revenue reduced from previous year due to spin-off of GoTo product line. http://investors.citrix.com/
<i>Financial reports</i>	Annual reports, financial statements, stock information, and more can be found on our web site: http://investors.citrix.com/
<i>Internal audits</i>	Internal audits are completed on an annual basis in accordance with an annual audit plan that is approved by the Audit Committee of the Board of Directors. An annual external audit of the Company's financial statements is completed by the external audit firm of Ernst & Young.
<i>Does any single customer represent more than 20% of your revenue?</i>	No. Citrix has a large customer base and therefore, no single customer has this level of value.
<i>How much of your organization is owned by employees?</i>	Less than 1%.
<i>What are the legal names of shareholders/owners with >4.9% ownership of the Vendor?</i>	This information changes frequently. Please contact Investor.Relations@citrix.com
<i>Moody's and S&P ratings</i>	Citrix does not have these because they are based off of bonds.
Business Operations	
<i>Employee background checks</i>	A background check is conducted prior to hiring an individual. The background is check is comprehensive and covers employment and education verification. It also checks if any criminal records exist for the past 7 years. Our background check policy is available upon request.
<i>Employee training</i>	Employees complete on-boarding training, which includes privacy, insider trading, code of business conduct, sexual harassment, and more. Additional training is provided based on role both during on-boarding and as needed. Citrix Code of Business Conduct: https://www.citrix.com/content/dam/citrix/en_us/documents/about/code-of-business-conduct.pdf Note: Citrix does not agree to customers' codes of conduct.



Question/Request	Response
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Insurance	
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Insurance	Evidence of insurance is available upon request. The Cyber policy is included and covered in our Professional Liability policy. Our insurance rating is not less than an A rating; we always choose carriers that have high ratings.
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Supplier Diversity	
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Does your organization have a Supplier Diversity program?	Yes. Citrix has developed a formal Supplier Diversity program in 2017. We have committed to including diverse suppliers for all applicable opportunities. Tier 1 spend is tracked in Ariba and we have plans to Track Tier 2 spend in the future. We are also members of the following organizations: Carolinas-Virginia Minority Supplier Development Council (CVMSDC), Florida State Minority Supplier Development Council (FSMSDC), National LGBT Chamber of Commerce (NGLCC), and Women's Business Enterprise National Council (WBENC). We have the capability to provide quarterly reporting 45 days after the end of quarter.
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	The program is administered by the Indirect Procurement business unit. (Supplier Value Optimization (SVO) Team)
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Does your company commit to achieving x% diversity spend?	The Citrix Supplier Diversity Program is an integral part of the Citrix Diversity and Inclusion (D&I) mission. The program was just launched a year ago, and is in the early stages of implementation.
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	Our efforts are focused on creating a level playing field, assuring access of diverse suppliers to competitively bid in as many categories of spend as possible for our goods and services based on assurance of supply, quality, service, cost and innovation. We do not set contract goals at this stage of our program, but focus on including diverse suppliers in every potential bid opportunity that comes up.
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Environment	
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Does your company have an Environmental Statement in place?	From the very beginning, almost 30 years ago, Citrix has created technology that allows you to get work done from anywhere on any device – while reducing energy consumption. Citrix virtualization and networking products help alleviate the energy impact of equipment needed to serve the datacenter and the desktop, while file sharing and electronic signature products help reduce the use of paper and mail. As our products help people and businesses be more sustainable, we also set up our offices and facilities to reduce energy and waste, and our employees globally work to minimize their ecological footprint.
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	For more information, please see: https://www.citrix.com/about/sustainability/
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Do you have a sustainability policy?	No
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Do you publish specific, measurable sustainability goals?	No
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Do you have a waste reduction program?	Yes
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Question/Request Response

Security

Security Compliance

All Citrix Cloud offerings are hosted with providers that possess the below certifications:

- SOC 1
- SOC 2
- ISO 27001
- ISO 27017
- ISO 27018
- PCI DSS Level 1
- FedRAMP
- HIPAA
- ITAR
- NIST
- C5
- UK G-Cloud

Citrix has completed an Initial SOC 2, Type II audit of the Citrix Virtual Apps and Desktops, Citrix Endpoint Management, and Citrix Content Collaboration services. Additionally, in order to meet the requirements of our customers, as services are released for the new Citrix Workspace, these will be added to the SOC 2 audit program and validated through third party attestation. In addition, Citrix is regularly reviewing meaningful attestations and certification that demonstrate its commitment to state-of-the-art security practices. The timing, completion and release of any assessments remains at Citrix' sole discretion and are subject to change without notice or consultation. The information provided here is for informational purposes only; includes targets, not commitments; and should not be relied upon in making purchasing decisions.

Additionally, to provide our customers with the ability to migrate to broader Citrix Cloud solutions, Citrix maintains a consistent approach to SOC 2 audits to ensure that new services developed within the Citrix Cloud meet the relevant Trust Services Criteria.

Citrix products can be configured to either maintain HIPAA compliance or help companies become HIPAA compliant. HIPAA compliance is not applicable to the Citrix products themselves.

Citrix prepared a guide to take some of the guesswork out of how to apply our technologies to meet specific requirements of the HIPAA Security Rule. This document will also help you better understand how your investment in Citrix solutions can help you support broader enterprise governance, risk, and compliance (eGRC) initiatives going forward. You can find the guide here: https://www.citrix.com/content/dam/citrix/en_us/documents/products-solutions/citrix-solutions-for-healthcare-and-hipaa-compliance.pdf

Question/Request Response

Security statement

Citrix is committed to making technology that is fully secure and adheres to government standards for encryption and accessibility by everyone. We provide security bulletins that can help you stay informed as well as documentation on standards and certifications that are important in maintaining a secure and compliant IT environment.

- Technical and Organizational Data Security Measures
- Security Standards
- Security Bulletins
- Section 508
- Product Certifications and Audit Reports
- Common Criteria
- FSTEK Certification
- Export
- Privacy Policies

Business Continuity and Disaster Recovery

For more information, please see: <https://www.citrix.com/about/legal/security-compliance/>

Citrix Business Continuity goals include maintaining business critical functions and services before, during and after a wide range of disaster events, as well as limiting the impact to operations and the magnitude of any financial loss. Our purpose is to ensure rapid recovery and timely resumption of company operations in order to protect employees, customers, shareholders and the company reputation.

Citrix conducts a Business Impact Analysis (BIA) biennially. The BIA provides information necessary to develop Disaster Recovery and Business Continuity plans for each of Citrix's locations globally. BIA results are analyzed and recovery strategies are developed ensuring Recovery Time and Recovery Point Objectives are met.

For more information, please see the Business Continuity and Disaster Recovery Overview: https://www.citrix.com/content/dam/citrix/en_us/documents/guide/business-continuity-overview.pdf

Cloud Services Continuity

Citrix has a dedicated Unified Citrix Cloud Operations team that is a 24x7 service organization with a goal of delivering high availability of Citrix Cloud services. This includes rapid recovery and timely restoration of Services and maintaining business critical operations before, during and after a wide range of disaster events, as well as limiting the impact to customers and the productivity of end users.

For more information, please see the Citrix Cloud Business Continuity Overview: https://www.citrix.com/content/dam/citrix/en_us/documents/guide/business-continuity-overview.pdf

Security/risk assessment forms

Many customers ask us to complete their security questionnaire. To proactively respond to these customer security inquiries, scale our response capability, and accelerate deal velocity, we have created Citrix Security Due Diligence Packages. This package contains an overview of Citrix's security posture and related controls, a completed security self-attestation questionnaire (i.e. the Shared Assessments' 2018 Standardized Information Gathering (SIG) Questionnaire), and an evidence package to support the statements we made in the security self-attestation questionnaire.

You can download copies of the packages from our web site: <https://www.citrix.com/about/trust-center/due-diligence-package.html> (NDA required)



Question/Request Response

Product Updates	
<i>Approach to customers' feedback</i>	Citrix values your feedback. To provide a vehicle for your input, we regularly send out surveys to solicit your suggestions for new services and improvements to our current ones.
<i>Method of determining functionality that will be included in new releases</i>	Citrix values customer feedback and uses it to improve our products and services. Feedback is collected in a number of ways including surveys, interviews, usability tests and customer advisory boards. Details for enhancements/changes can be funneled through your Citrix sales account manager.
<i>Amount of revenue spent on research and development</i>	Per our annual reports, we incurred research and development expenses of approximately: • 2017: \$415.8 million • 2016: \$489.3 million • 2015: \$564.0 million
<i>How often are products released?</i>	Though there is no set schedule for patches, product updates are released approximately every 6-8 weeks. Product lifecycle phases: https://www.citrix.com/support/product-lifecycle/
<i>Can customers obtain roadmap information?</i>	Product managers can present product roadmaps upon request. Please contact your sales account manager to request a meeting.
<i>Internal software testing</i>	Citrix follows a 3-tier product closedown process which spans 8 - 12 weeks depending on the size of the release. Tier1 is functional testing which tests all the individual features (new and previous) to ensure they operate according to specification. This testing is a mix of manual and automated testing. Regression testing is also performed to ensure that new features do not break existing functionality. Tier2 is scalability and performance system testing. This consists of running the various architecture components and features through rigorous automated load/stress testing to ensure enterprise performance can be qualified. Citrix has 1000+ server farms that can be used to simulate 100,000+ users simultaneously running through scripted use cases. Tier3 is interoperability testing. This consists of verifying interoperability with Citrix's suite of products and 3rd party solutions such as Strong Authentication solutions. Citrix sets release criteria for each release to ensure Citrix's quality standards are met. While Citrix strives to produce the best quality software, it is virtually impossible to test against all scenarios and software environments. Occasionally, issues may arise which impact product performance or functionality. Customers should address these situations through the technical support programs.



Question/Request	Response
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Support and Training	
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Available documentation	The Citrix Product Documentation site is the home of Citrix documentation for IT administrators and developers. https://docs.citrix.com/
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SIGNATURE
CERTIFICATE



REFERENCE NUMBER
B6B639F1-5998-4B3B-9282-A6CC4894EB73

TRANSACTION DETAILS	DOCUMENT DETAILS
Reference Number B6B639F1-5998-4B3B-9282-A6CC4894EB73	Document Name URGENT: Updated Citrix Info Packet
Transaction Type Signature Request	Filename citrix_fact_sheet_202009.pdf
Sent At 09/15/2020 10:17 EDT	Pages 11 pages
Executed At 09/15/2020 17:51 EDT	Content Type application/pdf
Identity Method email	File Size 366 KB
Distribution Method email	Original Checksum 677a45d6ebae555316983a286edfb040d0e7f2672fcae1fb1bb443f8a90a9128
Signed Checksum 56136639b05c6a3d3a5a9c3ea2740ad54d8a228d87ecd8c5107282d09b4d0c25	
Signer Sequencing Disabled	
Document Passcode Disabled	

SIGNERS

SIGNER	E-SIGNATURE	EVENTS
Name David Rubenstein	Status signed	Viewed At 09/15/2020 17:50 EDT
Email david.rubenstein@citrix.com	Multi-factor Digital Fingerprint Checksum 6839b9d2abb08b0ec4465d8a6c112108250b781706f5dca5a9fbd2b6f7b45544	Identity Authenticated At 09/15/2020 17:51 EDT
Components 1	IP Address 162.221.158.2	Signed At 09/15/2020 17:51 EDT
	Device Internet Explorer via Windows	
	Typed Signature 	
	Signature Reference ID 712FC985	

AUDITS

TIMESTAMP	AUDIT
09/15/2020 17:51 EDT	David Rubenstein (david.rubenstein@citrix.com) signed the document on Internet Explorer via Windows from 162.221.158.2.
09/15/2020 17:51 EDT	David Rubenstein (david.rubenstein@citrix.com) authenticated via email on Internet Explorer via Windows from 162.221.158.2.
09/15/2020 17:50 EDT	David Rubenstein (david.rubenstein@citrix.com) viewed the document on Internet Explorer via Windows from 162.221.158.2.
09/15/2020 17:48 EDT	David Rubenstein (david.rubenstein@citrix.com) was emailed a reminder.
09/15/2020 10:17 EDT	David Rubenstein (david.rubenstein@citrix.com) was emailed a link to sign.
09/15/2020 10:17 EDT	Lydia Kellman (lydia.kellman@citrix.com) created document 'citrix_fact_sheet_202009.pdf' on Firefox via Windows from 107.181.58.252.