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Citrix Information Packet

For New Vendor Setup

September 2020

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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	100M	400,000+
Countries	Users	Customers

10,000+	+45%	
Partners	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	$680,000	70+
Annual employee volunteer hours	Annual employee donations	Community ambassadors
to assist environmental, disaster relief and other nonprofits	to support health, education and more — all matched by Citrix	leading Corporate Citizenship programs in local offices around the world

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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. AR Remit email for this bank account: ask-cash-apps@citrix.com				**Note: Use this option if unsure**	

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
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David Rubenstein, Regional Manager

Kellman

Sep. 2020
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Lydia Kellman, Manager

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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		

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Frequently Asked Questions

Question/Request	Response
	General Information
Company name and headquarters	Citrix Systems, Inc. 851 W. Cypress Creek Rd. Ft. Lauderdale, FL 33309 Additional locations are listed on our web site: www.citrix.com/contact
Type of business	C-Corporation Corporate entity, not tax exempt
Number of employees	8,200 employees located worldwide. A breakdown of employees per location is not publicly available.
Company history	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. PDF 20 year timeline 25th anniversary video: http://www.youtube.com/watch?v=Y9-5ObZfBAM
Dun & Bradstreet #	60-459-6346
W-9 Form	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

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Question/Request	Response
Annual revenues	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/
Financial reports	Annual reports, financial statements, stock information, and more can be found on our web site: http://investors.citrix.com/
Internal audits	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.
Does any single customer represent more than 20% of your revenue?	No. Citrix has a large customer base and therefore, no single customer has this level of value.
How much of your organization is owned by employees?	Less than 1%.
What are the legal names of shareholders/owners with >4.9% ownership of the Vendor?	This information changes frequently. Please contact Investor.Relations@citrix.com
Moody's and S&P ratings	Citrix does not have these because they are based off of bonds.
Business Operations	
Employee background checks	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.
Employee training	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.

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Question/Request	Response

Insurance	
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.
Supplier Diversity	
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. The program is administered by the Indirect Procurement business unit. (Supplier Value Optimization (SVO) Team)
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. 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.
Environment	
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. For more information, please see: https://www.citrix.com/about/sustainability/
Do you have a sustainability policy?	No
Do you publish specific, measurable sustainability goals?	No
Do you have a waste reduction program?	Yes

Question/Request	Response

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 For more information, please see: https://www.citrix.com/about/legal/security-compliance/
Business Continuity and Disaster Recovery	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-continutity-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-continutity-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)

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Question/Request	Response

Product Updates	
Approach to customers' feedback	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.
Method of determining functionality that will be included in new releases	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.
Amount of revenue spent on research and development	Per our annual reports, we incurred research and development expenses of approximately: • 2017: $415.8 million • 2016: $489.3 million • 2015: $564.0 million
How often are products released?	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/
Can customers obtain roadmap information?	Product managers can present product roadmaps upon request. Please contact your sales account manager to request a meeting.
Internal software testing	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.

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Question/Request	Response
Support and Training	
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

TRANSACTION DETAILS

Reference Number
B6B639F1-5998-4B3B-9282-A6CC4894EB73

Transaction Type
Signature Request

Sent At
09/15/2020 10:17 EDT

Executed At
09/15/2020 17:51 EDT

Identity Method
email

Distribution Method
email

Signed Checksum
56136639b05c6a3d3a5a9c3ea2740ad54d8a228d87ecd8c5107282d09bd40c25

Signer Sequencing
Disabled

Document Passcode
Disabled

DOCUMENT DETAILS

Document Name
URGENT: Updated Citrix Info Packet

Filename
citrix_fact_sheet_202009.pdf

Pages
11 pages

Content Type
application/pdf

File Size
366 KB

Original Checksum
677a45d6ebae555316983a286edfb040d0e7f2672fcce1fb1bb443f8a90a9128

SIGNERS

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

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.