

# Citrix GoToManage App for iPad Unchains IT Professionals to Enable Anytime, Anywhere IT Support

Free, Easy-to-Use App to Help IT Support Computer Users On the Go

Sydney,

AUSTRALIA. August 16, 2011--Citrix Systems today announced that its Citrix GoToManage app for iPad

is now available on the App Store. The app is free to use and works with the award winning GoToManage Remote Support and GoToAssist

Express services. For the first time IT professionals have the freedom to securely troubleshoot and provide

on-demand

technical support to a computer user from anywhere. The availability of the number one remote support solution[1] on the iPad means that IT professionals can finally workshift and be free to work from anywhere.

GoToManage

for iPad is a simple, yet powerful solution for IT managers and consultants who want flexibility in when and where they work. GoToManage for iPad provides the ability to seamlessly conduct live end user support sessions over any network connection including; 3G, 4G and WiFi. The app allows them to view and control a users PC or Mac as if they were sitting in front of it.

For businesses, the GoToManage app for iPad provides a simple, secure and reliable way to free IT from a physical location and empowers them to be more responsive when end users need technical assistance.

What Is

New:

The GoToManage app for iPad is free and available now.

IT techs can

provide unlimited, on-demand remote support using the GoToManage app for iPad,

giving them the flexibility to work from anywhere at any time.

New GoToManage customers can set up a free GoToManage mobile account at [www.gotomanage.com](http://www.gotomanage.com) and then download the free app from the App Store.

Current GoToManage Remote Support and GoToAssist Express customers can download the app from the App Store and then use their existing account credentials to provide support.

Why It Matters:

Remote support is imperative for businesses that want to meet the 24/7 needs of their customers, telecommuters and geographically dispersed workforce.

IT professionals are now enabled with an easy-to-use option for supporting people and machines from anywhere freeing them to leave their desks and even the office.

By helping IT consultants to securely manage and assist multiple clients, GoToManage for iPad can improve productivity, reduce travel and decrease the complexity of handling the unique IT needs of each client.

Quotes:

We are transforming the remote support market again by giving every IT professional the ability to support end users from anywhere at no charge. This is new and different and we believe it will improve the quality of support IT Professionals can provide their end users and customers. With Citrix GoToManage for iPad, our IT customers can work from anywhere while still providing comprehensive support and troubleshooting as if they never left the office.

Elizabeth

Cholawsky, general manager and vice president of IT Services for the Online Services Division of Citrix

About

GoToManage

GoToManage is a cloud-based platform that enables IT professionals to support remote users and machines. GoToManage includes two modules, which can be purchased together or separately.

GoToManage

Remote Support

provides the ability to deliver live end-user support and to control unattended computers and servers. GoToManage

Monitoring

enables IT managers, consultants, and managed service providers (MSPs) to inventory, monitor and manage all of their desktop devices (PCs and Macs), servers and networks.

About Citrix Systems, Inc.

Citrix Systems, Inc. (NASDAQ:CTXS) is a leading provider of virtual computing solutions that help companies deliver IT as an on-demand service. Founded in 1989, Citrix combines virtualisation, networking, and cloud-computing technologies into a full portfolio of products that enable virtual workstyles for users and virtual datacentres for IT. More than 230,000 organisations worldwide rely on Citrix to help them build simpler and more cost-effective IT environments. Citrix partners with over 10,000 companies in more than 100 countries. Annual revenue in 2010 was \$1.87 billion.

The Online Services Division

of Citrix provides secure, easy-to-use cloud-based solutions that enable people to work from anywhere with anyone. Whether using GoToMeeting to hold online meetings, GoToWebinar to conduct larger web events, GoToTraining to train customers or employees, GoToMyPC to access and work on a remote Mac or PC, GoToAssist to support customers or GoToManage for IT support and management, businesses and individuals are increasing productivity, decreasing travel costs and improving sales, training, and service on a global basis. For more information, visit [www.citrixonline.com](http://www.citrixonline.com).

[1] IDC,  
Worldwide Clientless Remote Support  
Services 2010 Top 6 Market Share Leaders, Doc # 228728, June 2011