



FACT SHEET

Citrix GoToAssist Security and SiteSecure Certification

Citrix® GoToAssist® is dedicated to security, and as a testament to our commitment, Citrix Online has achieved SiteSecure Certification. This industry-recognized certification from Cybertrust Corporation gives organizations and their customers confidence that their sensitive data is protected by the strongest state-of-the-art security available.

If you are considering or currently administering a remote-support solution for your organization, you can be assured that GoToAssist's built-in security meets your IT department's rigorous standards.

UNSURPASSED SECURITY ENVIRONMENT

To obtain SiteSecure Certification, Citrix Online's security environment, procedures and policies were measured and validated through Cybertrust's comprehensive security-assurance service. Cybertrust performed a series of evaluations to Citrix Online's:

- Network architecture, such as our multi-layer perimeter security
- Connectivity devices, such as our routers and firewalls
- Physical security protecting the Web, application, communication and database servers
- Disaster-recovery capabilities such as our redundant routers, switches, server clusters and backup systems
- System configurations such as our servers and operating systems
- Environmental controls and operational policy compliance

Each of these areas was measured against potential threats to critical systems and data across major areas of risk such as electronic threats, malicious code, downtime, privacy, physical security and human factors. The results determined that the Citrix Online environment provides enterprise-class protection against threats to critical systems and data. Through these measures, you can be assured that your customer and employee data will remain secure during GoToAssist support sessions.

In addition to the security measures validated by Cybertrust, GoToAssist provides the following features to ensure that your organization's and customers' data remain secure and private:

- 128-bit Advanced Encryption Standard (AES) encryption protects the data stream, file transfers and other input.
- Strong passwords and end-to-end user authentication are required for logging in to GoToAssist.
- An online Management Center facilitates administration and provides access control.
- Using HTTP/HTTPS outbound connections maintains the integrity of network firewalls.
- Shared screen, keyboard and mouse control is 100 percent permission-based.

ENTERPRISE-CLASS SECURITY IS BUILT-IN

Because GoToAssist makes security a top priority, several built-in security features are pre-configured. GoToAssist administrators and end users do not need to perform any configuration or additional installation to acquire this security.

Government-approved AES encryption using 128-bit keys protects the data stream, file transfers, chat logs, session recordings, system diagnostic data and keyboard and mouse input. No sensitive unencrypted data is ever stored by Citrix Online.

Strong passwords and end-to-end user authentication provide advanced security. Representatives and administrators log in using a Secure Sockets Layer (SSL)-protected Web site. Log-in attempts are limited to prevent password guessing attacks. Administrators can control representatives' access to GoToAssist features through the online Management Center.

GoToAssist only requires access to outbound ports at both ends of a connection, so there is no need to open holes in firewalls. Screen sharing is 100 percent permission based and the end user maintains overriding keyboard and mouse control at all times.

SITSECURE CERTIFICATION

Cybertrust Corporation provides companies with comprehensive enterprise risk-management programs that assure the ongoing security of their critical systems and information. SiteSecure from Cybertrust Corporation is a security assurance and certification program that addresses all aspects of information security from network and system analysis to physical and policy evaluation. The rigorous three-month certification process is validated regularly with quarterly audits.

ABOUT CYBERTRUST CORPORATION

Cybertrust is the leading Managed Security Services Provider (MSSP), offering the only fully integrated, enterprise-risk management services on the market. Cybertrust's unique blend of proactive risk reduction with real-time security management, monitoring and response assures continuous security of critical business information assets. Cybertrust Certification has become a globally recognized symbol of commitment to effective security in an interconnected economy. Additionally, Cybertrust owns the independently operated ICSA Labs and Information Security magazine. Headquartered in Herndon, Virginia, Cybertrust protects some 700 sites in more than 30 countries. For more information about Cybertrust, please visit www.cybertrust.com.

For more information on GoToAssist, please visit www.gotoassist.com

Citrix Online

A Division of Citrix Systems, Inc.

Product Information:
www.gotoassist.com
 Phone: (800) 549-8541

Sales Inquiries:
gotoassist@citrixonline.com
 Phone: (800) 549-8541 (in the U.S.)
 +1 (805) 690-5729 (outside the U.S.)

Media Inquiries:
pr@citrixonline.com
 Phone: (805) 690-2961

www.citrixonline.com



Citrix Online, a division of Citrix Systems, Inc. (Nasdaq: CTXS), is a leading provider of easy-to-use, on-demand applications for remote desktop access, Web conferencing and collaboration. Its "Simpler Is Better" approach to empowering business productivity online offers small and mid-sized businesses, consumers and professionals an easier, more cost-effective and secure way to access and interact with information, customers, partners and employees in real time. Citrix Online's award-winning services, which are used by more than 20,000 businesses and hundreds of thousands of individual subscribers, include: Citrix® GoToMyPC® for easy, secure remote PC access from anywhere; Citrix® GoToAssist® for live, easy remote support; Citrix® GoToMeeting® for online meetings made easy; and Citrix® GoToWebinar™, the industry's first do-it-yourself solution for Web events. Based in Santa Barbara, California, Citrix Online has satellite offices and data centers distributed around the world. For more information, please visit www.citrixonline.com.

©2007 Citrix Online, LLC. All rights reserved. Citrix® is a registered trademark of Citrix Systems, Inc., in the United States and other countries. GoToMyPC®, GoToAssist®, GoToMeeting® and GoToWebinar™ are trademarks or registered trademarks of Citrix Online, LLC, in the United States and other countries. All other trademarks and registered trademarks are the property of their respective owners.

#12920/5.22.07/PDF