

Unicon acquisition FAQ

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1. What is Citrix announcing?

Citrix is announcing the acquisition of Unicon GmbH, a Citrix Ready™ partner and provider of the secure endpoint operating system (OS), eLux®, along with the enterprise management platform, Scout™. To learn more, [read the press release](#).

2. Why was Unicon acquired by Citrix?

As a longtime Citrix Ready partner, Unicon has been an important part of the Citrix ecosystem for many years. With the acquisition of Unicon, Citrix now provides customers with a secure client OS and endpoint management that dramatically improves endpoint security, resiliency and operational costs, while providing a seamless end-to-end experience for access to corporate applications and desktops. In addition, enterprise customers can leverage eLux to extend the life of their current assets as they look to the upcoming Windows 10 end of support. Unicon will play a key part in helping bring even more value to the Citrix® platform for customers.

3. What is Unicon?

Unicon is a Germany-based company that provides the secure endpoint operating system, eLux, along with the enterprise management platform, Scout.

4. What value does Unicon add to the Citrix platform?

By bringing Citrix and Unicon together, we can provide our customers with better and more cost-effective endpoint management, a secure and cost-effective alternative to Windows-managed endpoints, and a seamless end user experience for access to all services delivered through the Citrix platform.

5. Which Citrix subscriptions will Include Unicon offerings?

Starting in February 2025, eLux and Scout will be included for Citrix customers in the Citrix Platform License or the Universal Hybrid Multi-Cloud License at their next renewal. If a Citrix customer is interested in exploring the technology prior to their next Citrix renewal, please contact your Citrix Account Technology Specialist to learn more.

6. As a current Unicon customer, who should I contact for support?

As of now, there are no changes in how you access technical support for Unicon solutions. You can continue to reach out to the Unicon support team as you did before. Any updates or changes to the support process will be communicated to customers well in advance.

7. As a current Unicon and Citrix customer, what will change for me?

All existing contracts and conditions will remain unchanged. However, please take note of the new renewal processes outlined below to ensure a smooth transition of your licenses and subscriptions.

If you have an active Unicon Software Maintenance or Enterprise Subscription and your Citrix renewal is before your Unicon contract expires, nothing will change for you. With your upcoming Citrix renewal, the Unicon renewal will be captured in the completion of a Citrix Universal Hybrid Multi-Cloud (UHMC) or Citrix Platform License (CPL) transaction.

If you require an eLux or Scout renewal before your Citrix renewal, please contact your current Citrix partner or Citrix account representative. You can renew your Unicon entitlements until your upcoming Citrix renewal as an Enterprise Subscription. Orders can be placed starting in February 2025.

8. As a current Unicon, but not Citrix, customer, what will change for me?

To support you in this situation, you can renew your current Unicon entitlements to keep them valid as is until November 30, 2025. This renewal will be issued as an Enterprise Subscription (ES). Orders can be placed starting in February. After November 30, 2025, you need to purchase a Citrix subscription.

9. As a current Unicon and Citrix reseller, what will change for me?

Citrix resellers will have the opportunity to offer Unicon products alongside their Citrix licenses.

10. As a current Unicon, but not Citrix reseller, what will change for me?

To continue offering eLux, you'll need to become a Citrix reseller. We offer you the perfect opportunity to integrate Citrix into your offerings. Our expert team is ready to provide comprehensive advice and assist you with the seamless integration of Citrix.

11. Where can I find eLux and Scout product documentation?

eLux and Scout product documentation will remain at Unicon's current documentation sites for the near future: <https://udocs.unicon.com>.

12. Where can I get more information?

Please reach out to your Unicon account contact to learn more.

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