



# Citrix Experience Insights Flex

## Contents

|                                                                                       |           |
|---------------------------------------------------------------------------------------|-----------|
| <b>Citrix Experience Insights Flex overview</b>                                       | <b>2</b>  |
| <b>Get started with Citrix Experience Insights Flex</b>                               | <b>2</b>  |
| <b>Concepts and Terminology for Citrix Experience Insights Flex</b>                   | <b>3</b>  |
| <b>Data Governance for Citrix Experience Insights Flex</b>                            | <b>4</b>  |
| <b>Security for Citrix Experience Insights Flex</b>                                   | <b>5</b>  |
| <b>Citrix Experience Insights Flex architecture overview</b>                          | <b>5</b>  |
| <b>Experience Insights for Citrix Experience Insights Flex</b>                        | <b>6</b>  |
| <b>Splunk Cloud for Citrix Experience Insights Flex</b>                               | <b>6</b>  |
| <b>Technical security and resiliency overview for Citrix Experience Insights Flex</b> | <b>7</b>  |
| <b>Governance, risk, and compliance for Citrix Experience Insights Flex</b>           | <b>7</b>  |
| <b>Identity and Access Management (IAM) for Citrix Experience Insights Flex</b>       | <b>8</b>  |
| <b>Network architecture for Citrix Experience Insights Flex</b>                       | <b>8</b>  |
| <b>Resiliency for Citrix Experience Insights Flex</b>                                 | <b>9</b>  |
| <b>Firewall policy for Citrix Experience Insights Flex</b>                            | <b>9</b>  |
| <b>Troubleshoot Citrix Experience Insights Flex</b>                                   | <b>9</b>  |
| <b>Limits for Citrix Experience Insights Flex</b>                                     | <b>10</b> |
| <b>Service Level Agreement for Citrix Experience Insights Flex</b>                    | <b>10</b> |
| <b>Service commitment and remedies for Citrix Experience Insights Flex</b>            | <b>12</b> |

## Citrix Experience Insights Flex overview

August 11, 2026

Citrix Experience Insights Flex is a managed observability solution from Citrix. It enables organizations to gain visibility into user experience, performance, application behavior, network conditions, and security signals without managing the underlying cloud infrastructure.

Citrix Experience Insights Flex combines high-resolution telemetry with a Splunk-powered analytics operating model and day-one dashboards managed by Citrix. Teams can reduce time to value and operational friction, so EUC, IT operations, and security stakeholders can focus on improving experience and managing risk, not running analytics infrastructure.

Citrix Experience Insights Flex includes:

- Citrix-managed Splunk-powered analytics platform
- Prebuilt dashboards (Splunk apps)
- High-performance agent and data collector for Windows, Mac, and Linux machines
- Browser extensions for granular performance visibility into browser sessions and applications

Use the following pages for details:

- [Getting Started](#)
- [Concepts and Terminology](#)
- [Data Governance](#)
- [Security](#)
- [Architecture Overview](#)

## Get started with Citrix Experience Insights Flex

August 11, 2026

This article summarizes the prerequisites that must be met to begin using Citrix Experience Insights Flex.

Citrix Experience Insights Flex simplifies getting started by delivering a managed Splunk-powered analytics platform and dashboards. For telemetry collection:

- Check the system requirements for the Experience Insights agent and browser extension.
- Review how to [install and deploy](#) the Experience Insights agent and browser extension.

- Review how to [license](#) and [configure](#) the Experience Insights agent.

## Configuration and Metrics

### Configuration

During the onboarding process, an email is sent with instructions to sign in to the Citrix Cloud™ portal and access the configuration file. The Experience Insights agent can be configured through config files (all platforms) or through Group Policy (Windows). See the configuration options for [details](#).

### Metrics

A complete list of [metrics](#) collected by the Experience Insights agent is available and organized by category.

## Concepts and Terminology for Citrix Experience Insights Flex

August 11, 2026

This section defines the terms that administrators frequently use on Citrix® Experience Insights Flex.

### Experience Insights Agent

Citrix Experience Insights data-collecting component is a lightweight agent that runs independently of runtimes and frameworks. The agent footprint is unobtrusive on monitored endpoints and does not impact user density.

Where other products rely on operating system data sources such as performance counters, WMI, or similar unfiltered data, Experience Insights provides its own metrics that focus on useful observability information.

For more information, see [Experience Insights list of metrics](#).

The agent is highly configurable. Metrics can be enabled or disabled individually, and deny lists and allow lists (supporting regular expressions) provide fine-grained control over what is sent to the backend for indexing.

## Browser Extensions

The Experience Insights agent is complemented by browser extensions that enable performance and usage

metric collection from web applications.

For details, see [Supported browser and installation guide](#).

## The Splunk Apps

Multiple Splunk apps help process and visualize collected data. Dashboard apps provide different views into the data, including Digital Employee Experience and Security.

Experience Insights also includes special-purpose apps, such as Experience Insights Helpdesk, that provide different views of the existing data. Dashboards are searchable and include filtering and time-range capabilities to isolate issues quickly.

The user interface adapts to screen width and device type, and works effectively on tablet, PC, and Mac form factors.

## Data Governance for Citrix Experience Insights Flex

August 11, 2026

This section provides information regarding the collection, storage, and retention of data by Citrix® Experience Insights Flex.

### Data residency

Data is segregated and maintained in customer-specific backend (Splunk) instances hosted in Microsoft

Azure, Amazon Web Services (AWS), or Google Cloud environments.

Data storage location depends on the region selected by Citrix Cloud administrators during service onboarding.

### Data retention

Experience Insights Flex data is maintained in the backend observability platform for 90 days. Older data is periodically deleted.

Experience Insights Flex deletes Customer Content 30 days after subscription expiry.

## Security for Citrix Experience Insights Flex

August 11, 2026

Citrix Experience Insight leverages Splunk Cloud platform, offering [standard Splunk security practices](#) along with a premium data-at-rest encryption feature.

### Isolation of data and service

In the cloud, customer data is logically isolated from other customers' data so performance and data integrity are not affected by other customers using the Experience Insights service.

### Data encryption

All data in transit to and from the Experience Insights backend (Splunk Cloud platform) is encrypted with TLS 1.2+.

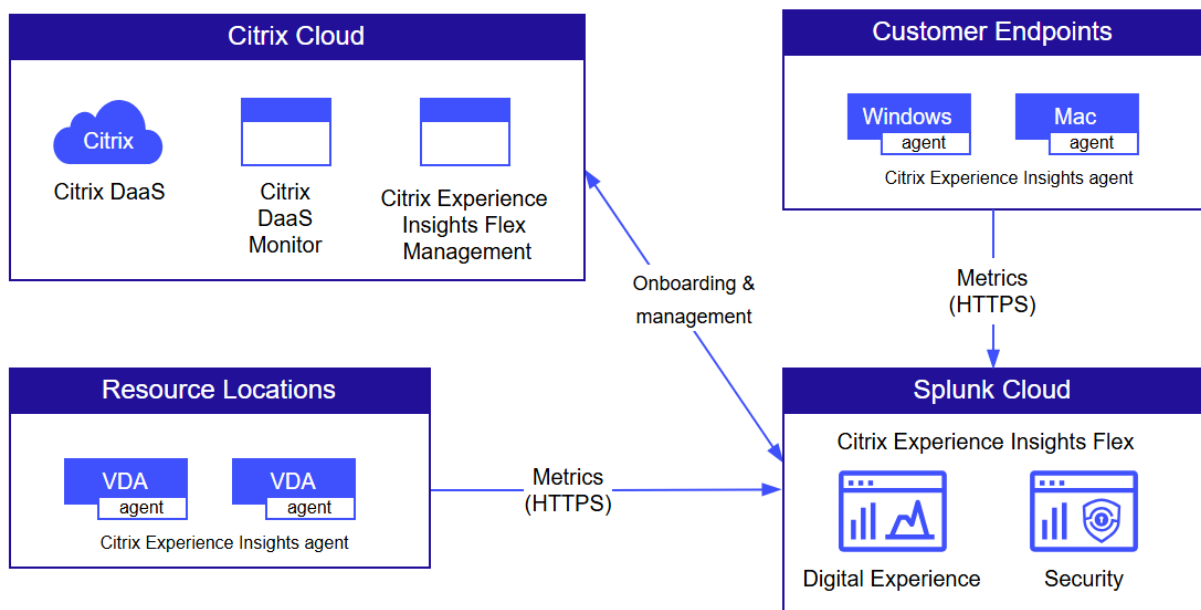
Data at rest is encrypted using AES 256-bit encryption. Keys are rotated regularly and monitored continuously.

## Citrix Experience Insights Flex architecture overview

August 11, 2026

Citrix® Experience Insights Flex enables the collection of valuable metrics from machines and devices used by the customer into an observability platform, where user experience and endpoint security insights are generated. Metrics can be collected from VDA machines and endpoint devices.

Experience Insights agent is a lightweight agent running on these devices and is responsible for collecting the metrics and forwarding them to customer-specific, Citrix-hosted Splunk Cloud instances. The customer can view the insights in rich, interactive dashboards. The customer onboarding is facilitated by a Citrix Cloud™ service, offering a management interface.



## Experience Insights for Citrix Experience Insights Flex

August 11, 2026

Details about Experience Insights, its installation, and the collected metrics are available in the official [Experience Insights documentation](#).

After customer onboarding, an Experience Insights configuration file is available in the Citrix® Experience Insights Flex management interface for download and installation on monitored devices.

## Splunk Cloud for Citrix Experience Insights Flex

August 11, 2026

As part of onboarding, a customer-specific Splunk Cloud instance is provisioned and configured to receive and process Experience Insights metrics.

The latest Experience Insights Splunk applications are installed by default.

Users can access available dashboards through a link provided in the management interface, using credentials shared at the completion of onboarding.

## Technical security and resiliency overview for Citrix Experience Insights Flex

August 11, 2026

The collected metrics are securely forwarded to Splunk Cloud, where they are securely stored. Insights are accessible through a secure interface.

For details, see:

- [Governance, risk, and compliance](#)
- [Identity and Access Management \(IAM\)](#)
- [Network architecture](#)
- [Resiliency](#)

## Governance, risk, and compliance for Citrix Experience Insights Flex

August 11, 2026

Citrix® maintains a comprehensive security program designed to meet the stringent requirements of global enterprises. For a list of Citrix information security and other certifications, refer to the [Citrix Trust Center](#).

- **SOC 2 Type 2.** Processes are independently audited to validate that effective security controls are in place.
- **ISO/IEC 27001.** Validates that data is managed and protected in accordance with international information security standards.
- **ISO/IEC 27701.** Builds on the 27001 certification to validate the management of privacy and the processing of Personally Identifiable Information (PII).
- **Health Insurance Portability and Accountability Act (HIPAA).** Supports the customer implementation of the technical safeguards required by the HIPAA Security Rule for protecting ePHI.
- **Payment Card Industry Data Security Standard (PCI DSS).** Supports the customer implementation of the technical safeguards required by PCI DSS.

Customer metrics are stored within the Splunk Cloud platform, which fully complies with the above standards. Compute, storage, and processing of the collected metrics remain within the chosen geography to help customers meet their data sovereignty requirements.



Available regions:

- East US
- Central US
- West Europe
- North Europe
- Australia East

## Identity and Access Management (IAM) for Citrix Experience Insights Flex

August 11, 2026

Secure access is managed through robust identity controls for both customer and Citrix® administrators.

- **Customer access.** Access to customer Citrix Experience and Security Insights dashboards is only available to customer personnel. After onboarding, a default native account is provided to the customer administrator. The customer is highly encouraged to configure IdP integration using SAML, for more efficient and robust access management.
- **Citrix administrator access.** Citrix administrators can get temporary access to the customer Insights backend instance for troubleshooting purposes.

## Network architecture for Citrix Experience Insights Flex

August 11, 2026

The customer is responsible for configuring any network policies required for Experience Insights to successfully forward the collected metrics to the Insights backend (Splunk Cloud). The Citrix® Experience and Security Insights dashboards are accessible from any network by default. The customer can limit access to specific subnets to further secure access.

For more information, see [ipallowlist documentation](#).

### Note:

HIPAA-compliant backends have

#### [ipallowlist](#)

configuration enabled by default.

## Resiliency for Citrix Experience Insights Flex

August 11, 2026

The Citrix® Experience and Security Insights Flex solution is designed in accordance with Citrix leading practices for high availability and resiliency. The Splunk Cloud platform (backend) follows a series of high-availability, resiliency, and disaster recovery practices.

For more information, see [Stability and Resiliency of Splunk Cloud Platform](#).

## Firewall policy for Citrix Experience Insights Flex

August 11, 2026

For proper Experience Insights functionality, consider the required network policy exclusions.

For the complete endpoint requirements, see [Firewall and antivirus exclusions](#).

The Splunk Cloud platform primarily uses TCP 443 for HTTPS/browser access and Secure HTTP Event Collector (HEC) data ingestion, and TCP 9997 for secure data forwarding from universal forwarders (not used by default in this solution). Management traffic generally operates over 8089. These ports are typically immutable, with specific IP allow-listing required for access.

## Troubleshoot Citrix Experience Insights Flex

August 11, 2026

### Experience Insight

A list of troubleshooting articles related to Citrix® Experience Insights is available at [Troubleshooting Experience Insights](#).

## Get help

If you still have problems, open a ticket by following the instructions in [How to Get Help and Support](#).

## Limits for Citrix Experience Insights Flex

August 11, 2026

This article lists the limits for resources in a Citrix® Experience Insights Flex deployment.

### Configuration limits

---

| Resource                      | Limit   |
|-------------------------------|---------|
| Applications                  | 5,000   |
| Catalogs                      | 2,000   |
| Delivery groups               | 2,000   |
| Resource locations            | 250     |
| Machines (VDAs and endpoints) | 300,000 |

---

### Usage limits

---

| Resource                    | Limit   |
|-----------------------------|---------|
| Concurrent user logins      | 50      |
| Concurrent end users        | 100,000 |
| Concurrent session launches | 100,000 |

---

## Service Level Agreement for Citrix Experience Insights Flex

August 11, 2026

This Service Level Agreement (SLA) describes Citrix's commitment for Citrix Experience Insights service availability as part of the Citrix Platform Flex offering and supersedes the service level terms described in the

[Citrix Cloud Service Level Agreement](#).

Experience Insights Flex availability is delivered through a layered shared-responsibility model spanning the DaaS control plane, Splunk infrastructure, and customer architecture.

- **Citrix Cloud control plane:** Citrix provides SLA commitments for the availability of the Citrix Cloud control plane services that enable customers to orchestrate and manage Experience Insights Flex. For more information, see [Control plane SLA](#).
- **Splunk infrastructure:** Experience Insights Flex instances run on Splunk Cloud platform and are subject to Splunk service guarantees. For more information, see [Splunk Cloud service level schedule](#) and [Splunk general terms](#).
- **Experience Insights agent on customer machines:** Agent availability and performance depend on customer-managed configurations, endpoint images, and operational practices.
- **Customer troubleshooting and support tools:** Customers can triage issues by using the [Experience Insights Support tool](#), Experience Insights dashboards, and support cases.

When using Citrix Experience Insights with Splunk Cloud, telemetry data is processed and sent to Splunk Cloud. For details, see [Metrics](#).

Citrix's service commitment ("Service Commitment") is to maintain at least 99.9% monthly uptime ("Monthly Uptime") on the Service. Monthly Uptime is calculated by subtracting from 100% the percentage of minutes during a full month of the Service in which the Service instance is in a state of not Available, as defined above. Monthly Uptime percentage measurements exclude downtime resulting from:

- Regularly scheduled maintenance windows.
- Customer's failure to follow configuration requirements for the Service as documented on <https://docs.citrix.com>, abusive behavior, or faulty input.
- Customer's use of a Service after Citrix advised Customer to modify Customer's use of the Service, if Customer did not modify use.
- Any component not managed by Citrix, including but not limited to Customer-controlled physical and

virtual machines, customer-installed and customer-maintained operating systems, customer-installed

and customer-controlled software, networking equipment or other hardware, customer-defined and

customer-controlled security settings, group policies and other configuration policies, public cloud provider failures, Internet Service Provider failures, or other customer support factors external to Citrix control.

- Customer employees, agents, contractors, vendors, or anyone gaining access by means of Customer passwords or equipment, or otherwise resulting from Customer's failure to follow appropriate security practices.
- Customer attempts to perform operations that exceed Service entitlements.
- Service disruption due to Force Majeure, including but not limited to natural disasters, war, acts of terrorism, or government actions.
- Unavailability of the underlying Splunk Cloud platform.

For more information, see

[Service Commitment and Remedies](#).

## Service commitment and remedies for Citrix Experience Insights Flex

August 11, 2026

If Citrix® fails to meet the Service Commitment in at least 3 out of any 5 consecutive months, the exclusive remedy is a 5% Citrix Platform Flex credit on a month-for-month basis for the months in which Citrix fails to meet the Service Commitment. The credit is applied to Customer's next annual Service extension in the immediate renewal period for the same Service and same number of impacted units.

- **Monthly Uptime Percentage:** > 99.9%
- **Service Credit:** 5% rebate of Citrix Platform Flex credits for applicable months

To receive the above remedy, the customer must be in compliance with the EULA and the failure must be

reported by the customer within thirty (30) days of the end of the last month of the consecutive five-month period for which a credit claim is to be made. For instructions to report possible violations of this SLA, see [CTX237141](#).

The request must identify the Service(s), define the dates, times, and durations of Unavailability, along with supporting logs or records that corroborate the Unavailability, and identify the affected

users and their locations, as well as any technical support requested or remediation implemented. Only one service credit will be issued per Service, for the applicable number of months, with a maximum of a single 5% Citrix Platform Flex credit for all months of the extension.



© 2025 Cloud Software Group, Inc. All rights reserved. This document is subject to U.S. and international copyright laws and treaties. No part of this document may be reproduced in any form without the written authorization of Cloud Software Group, Inc. This and other products of Cloud Software Group may be covered by registered patents. For details, please refer to the Virtual Patent Marking document located at <https://www.cloud.com/legal>. Citrix, the Citrix logo, NetScaler, and the NetScaler logo and other marks appearing herein are either registered trademarks or trademarks of Cloud Software Group, Inc. and/or its subsidiaries in the United States and/or other countries. Other marks are the property of their respective owner(s) and are mentioned for identification purposes only. Please refer to Cloud SG's Trademark Guidelines and Third Party Trademark Notices (<https://www.cloud.com/legal>) for more information.