

Platinum Customer Success Program

Quickly achieve your business goals with industry experts guiding the way

Let Riverbed's Global Customer Success experts guide you on your journey towards meeting your business goals, now that you've bought industry-leading Riverbed® products. We can help you realize maximum benefits from your relationship with Riverbed with routine engagement to better understand what you want to do and guide you on how best those goals can be met.

The Platinum Customer Success Program, part of Riverbed's Enhanced Support, also helps ensure your Riverbed deployments are healthy and optimized, with rapid responses when problems occur to minimize downtime and maximize value to the business.

Key Benefits

Customers who qualify for the Platinum Customer Success Program can expect the following benefits:

- An assigned Customer Success Manager (CSM) to help drive adoption of Riverbed products, towards efficiently achieving desired business outcomes
- An assigned Advanced Support Engineer (ASE) providing a primary point of support contact with a deep understanding of your environment and history
- Expert advice regarding evaluation, roll-out, operation, and process adoption of new Riverbed features and technologies
- An Executive Sponsor to help ensure Riverbed will bring appropriate resources to resolve any issues or develop product enhancements as optimally as possible
- 498 Global Customer Success (GCS) Credits to be used as needed for additional Professional Services training and service offerings, as defined at riverbed.com/gcs-credits and coordinated with help of CSM and Professional Services Project Management
- Access to reserved Riverbed Technical Support Engineers, as coordinated by the ASE
- Faster initial response targets for Priority 1 and Priority 2 Support issues for customers supported by Riverbed directly
- Expedited escalations to product specialists for critical issues, as coordinated by the ASE
- Notification of Riverbed software updates and new features for upgrade planning

Accelerate Achieving Business Goals with Riverbed

The following table highlights key features and what they provide as part of the Platinum Customer Success Program.

Key Features	Description
Designated Customer Success Manager (CSM)	<ul style="list-style-type: none">• Responsible for helping the customer achieve their business goals as efficiently as possible with purchased Riverbed products and services• Routinely interact with key customer stakeholders to understand what the customer's business goals are• Create a Customer Success Plan to help guide the customer to meet their business goals, mapping how Riverbed can help at each step of the journey• Recommend appropriate Riverbed Education courses and additional Professional Services where applicable• Share relevant collateral including but not limited to product release notes, best practices content, webinar links, and blog post entries• Recommend additional Riverbed products when appropriate to help customer meet their business requirements and goals• Perform periodic review sessions to track Riverbed solution adoption towards meeting business goals, including support renewal status• Schedule and deliver periodic Executive Business Reviews highlighting key successes and challenges while adopting Riverbed solutions, with the support and input of the designated Advanced Support Engineer as defined below• Escalate Riverbed product issues to appropriate Riverbed organizations as necessary, engaging Riverbed Executive Sponsor if and when necessary
Designated Advanced Support Engineer (ASE)	<ul style="list-style-type: none">• Designated technical champion for all Riverbed Support matters, possessing and documenting in-depth knowledge of customer network and case history• Can accelerate case management through direct access to SMEs• Ensures appropriate handling of Priority 1 and 2 enhanced initial response time support targets (30 minute initial response for P1, 2 hour initial response for P2)• Provides ongoing proactive communication with the customer for case reviews and change control management• Performs bug scrubs• Notifies customer of security alerts• Reports on performance by asset, e.g., capacity check and telemetry data (if configured)• Provides remote monthly support case reviews including:<ul style="list-style-type: none">- Active support case numbers- Riverbed response times- Priority- Updates- Case status

Key Features	Description
Designated Advanced Support Engineer (ASE) Continued	<ul style="list-style-type: none"> • Supports Executive Business Reviews as mentioned above, including a high-level review of monthly reports and support case history trends (volume, response times, by product, by priority, by problem type, bug notices, RMA trends), contract status, and inventory reports • Provide annual report once every twelve (12) months summarizing previous four (4) Executive Business Reviews • A primary named ASE will be assigned to your account; when your primary named ASE is not available, an alternative ASE who is familiar with your account will be made available
Global Customer Success (GCS) Credits	<ul style="list-style-type: none"> • 498 GCS Credits (valid for the Platinum Customer Success Program term) are added to qualifying accounts • Can be used for any available GCS Credits offering as defined in riverbed.com/gcs-credits • Managed by Riverbed Professional Service Project Management Office (PMO) • Suggested consumption plan includes two weeks of Riverbed Professional Services and two RCPE Professional tracks including RCPE Certification Exam • CSM, PMO, and ASE can suggest offerings, or customer can choose separately • GCS Credits offered through Platinum Customer Success are subject to the applicable terms and conditions available at riverbed.com/serviceterms

Learn More

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