

## EVALUATING RIVERBED TECHNICAL SUPPORT

Technical Support consistently rates in the top three evaluation criteria for major IT purchase decisions, closely behind product features/functionality and performance. This is not surprising, considering the increasing strategic importance of the IT infrastructure, and the potential impact to an organization when it is disrupted or not performing optimally.

Evaluating technical support can be difficult during a limited trial period, so we encourage organizations to look beyond the “data sheet” for more tangible evidence such as industry recognition and awards, peer reviews and feedback, as well as work directly with the technical support team during the evaluation period.

### Recognition and Awards

At Riverbed, we not only sell the best IT performance solutions, we back it up with an award-recognized technical support team to ensure each customer’s investment is maximized and protected throughout its lifecycle.

In 2009, the Riverbed support team engaged in a 2-year program with J.D. Power and Associates and the Technology Services Industry Association (TSIA) to evaluate our entire support operation. The evaluation consisted of a comprehensive audit of over 300 criteria of its support organization against industry best practices, plus an independent customer satisfaction survey was conducted by J.D. Power and Associates and benchmarked against other leading IT vendors.

In April of 2011, Riverbed achieved global certification under the J.D. Power and Associates Certified Technology Service and Support Program<sup>SM</sup> recognizing Riverbed for delivering “An Outstanding Customer Service Experience” and also TSIA Excellence in Service Operations. Riverbed is one of a select few companies to receive this distinction for global certification under both the J.D. Power and Associates CTSS and the TSIA Excellence in Service Operations program in the same year.

*“By passing the rigorous standards of the certification process, Riverbed has demonstrated a highly customer-focused culture that is committed to delivering the utmost quality of service and support to its customers...Riverbed understands the powerful influence service and support has on overall customer experience and managing a successful business.”*

—Senior Manager of the Certified Technology Service and Support Program at J.D. Power and Associates



RIVERBED TECHNOLOGY, INC.  
GLOBAL CERTIFICATION

**Riverbed Technology has been recognized by J.D. Power and Associates for providing "An Outstanding Customer Service Experience"**

Disclaimer: J.D. Power and Associates 2011 Certified Technology Service & Support Program<sup>SM</sup>, developed in conjunction with TSIA. For more information, visit [www.jdpower.com](http://www.jdpower.com) or [www.tsia.com](http://www.tsia.com)

Leading up to these coveted awards, Riverbed Support was also recognized by its peers in the industry for the following:

- 2009 “Best Emerging Company Support” by the Service & Support Professionals Association (SSPA)



- 2010 “Best Emerging Company Support” and “Best Service Delivery Optimization” by the TSIA



- 2011 “Support Center Excellence” by the TSIA and ILS



*“Riverbed Technology demonstrated a culture and operational performance that met the stringent benchmarks of CTSS certification...Riverbed's customers can count on the technical support operations to have the people, processes and technology in place necessary to provide quality support.”*

*—Joanne Weigel, Senior Director of Certification Programs at TSIA*

## Voice of the Customer

In addition to independent audits and surveys, we conduct our own satisfaction surveys to ensure we get feedback real time and unedited. Results improve consistently quarter over quarter and our current overall satisfaction rating stands at 4.64 out of 5.

Riverbed Support management reviews each and every survey response. If the support team fails to meet a customer's expectations, a Director makes a follow-up call to ensure the customer's voice is heard. As feedback is analyzed, lessons are learned and continuous improvements take place.

If you want to speak to someone in your own industry, to hear about their experience with our support team, Riverbed will be happy to connect you through the Riverbed Customer Network (RCN).

*“Riverbed stood always behind us on this critical case. From the first incident until the successful fix implementation and RMA process. Riverbed never tried to get rid of responsibilities - au contraire. If more companies would behave like Riverbed, this planet could be a happy place.”*

*—Dario Natale, Network Operations - Zurich Financial Services*

## First-Hand Evaluation

While third-party validation and peer feedback is an important part of any evaluation, we recognize that nothing compares to experiencing support first hand. Many vendors will bypass the normal support process during the sales cycle by providing a “special hotline” or even 24x7 access to the sales engineer in case of “questions or problems.” However, Riverbed actively encourages prospective customers to engage the support team directly, using the standard contact methods published on the website, as if they had purchased the equipment. Prospective customers can reach a Riverbed employee 24x7x365, and in many cases will be able to converse in languages other than English.

## Summary

The award-recognized Riverbed support organization was built from the ground up to support some of the most challenging global IT environments. Riverbed continues to invest heavily in people, processes, and systems to ensure the customer support experience is one of the best, if not the best, from any IT vendor.

Riverbed would not exist without its customers, so we make sure we take care of the customer before, during, and after the sale.

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## About Riverbed

Riverbed delivers performance for the globally connected enterprise. With Riverbed, enterprises can successfully and intelligently implement strategic initiatives such as virtualization, consolidation, cloud computing, and disaster recovery without fear of compromising performance. By giving enterprises the platform they need to understand, optimize and consolidate their IT, Riverbed helps enterprises to build a fast, fluid and dynamic IT architecture that aligns with the business needs of the organization. Additional information about Riverbed (NASDAQ: RVBD) is available at [www.riverbed.com](http://www.riverbed.com).



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