

RIVERBED TECHNICAL ACCOUNT MANAGER (TAM) PROGRAM

A Technical Account Manager (TAM) is your essential enterprise advocate.

Customers that leverage the TAM service are among the most successful users of Riverbed's Wide Area Data Services products.



Overview

The Riverbed Technical Account Manager (TAM) program gives you a single point of contact for coordinating the deployment, support, and operations of your wide-area data services (WDS) solution. TAMs are senior Riverbed consultants with special expertise in managing the lifecycle of large WDS deployments. They provide strategic recommendations and continual project management in addition to technical expertise. A TAM, once assigned to your organization, speeds case resolution, maintains knowledge of your company's environment, continually assesses your project plans, identifies risks, and recommends best practices based on Riverbed's pioneering WDS expertise. A TAM is also your company's personal advocate inside Riverbed, championing feature requests and coordinating the activities of other Riverbed resources and services. One onsite visit is included per month with no additional charge for travel expenses.

A TAM is critical for organizations with large or complex deployments, aggressive implementation deadlines, or a desire to maximize their ROI in Riverbed products and services.

Benefits

- Faster implementation of your Riverbed deployment
- Eliminate time spent determining appropriate Riverbed contacts and/or bringing them up-to-speed
- Elevate passive support into pro-active, managed support. Avoid roadblocks *before* they happen.
- Achieve business objectives with ongoing planning and recommendations, including best practices, document templates, white papers, and third-party tools
- Central coordination of all technical activities related to your WDS solution, including activities of your staff, Riverbed technical support, Riverbed professional services, and third parties. Periodic status reports.
- Advocacy at Riverbed for your needs and feature requests
- Facilitated interaction with Riverbed engineering, product management, executives, Alpha/Beta programs
- Patch and release monitoring specific to your environment

Deliverables

- Monthly services of one Riverbed TAM, providing blend of technical, business, and project management expertise
- Periodic status reports, including open issues, tasks, recommendations, future concerns
- One onsite visit per month, no charge for travel expenses¹

Scope

- A TAM does not replace Riverbed technical support, training, or other professional services. A TAM can coordinate these resources and in some cases can reduce the need to engage them.
- TAMs have no more than three (3) clients at a time with a maximum of six (6) days of services per customer per month (a "day" being up to eight (8) hours per calendar day).

¹ Each visit may be up to 4 consecutive business days and should be requested three weeks in advance. Visits may occur more frequently than once per month but count against total included visits.

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- One onsite visit per month of commitment with no charge for travel expenses¹
- Support requests can either be opened with your TAM or Riverbed technical support. Your TAM will solve many issues and design problems directly. In some cases a TAM may assign a case to Riverbed technical support, recommend Riverbed professional services, or suggest third-party assistance. Urgent or after-hours requests should still go directly to Riverbed technical support for quickest turn-around time. Your TAM will track and coordinate all Riverbed-related technical issues regardless of how they are opened or who is involved in the resolution.
- A TAM provides better value when requests are routed through a central group and not coming from global offices that are not in regular contact with each other

For More Information

To find out more about Riverbed's TAM program please write proserve@riverbed.com.

About Riverbed

Riverbed Technology is the performance leader in wide-area data services (WDS) solutions for companies worldwide. By enabling application performance over the wide area network (WAN) that is orders of magnitude faster than what users experience today, Riverbed is changing the way people work, and enabling a distributed workforce that can collaborate as if they were local. Additional information about Riverbed (Nasdaq: RVBD) is available at www.riverbed.com.

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