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# SteelSupport Government for US Federal Customers

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Understanding U.S. Federal and Defense accountability and security requirements are key to providing the highest level of support to ensure mission success by providing optimization of assets within complex environments. Riverbed® SteelSupport™ Government provides a support program specifically tailored to the U.S. Federal Government.

## The Riverbed Solution

Riverbed® solutions deliver the critical digital experience and next-gen infrastructure—cloud networking and cloud edge solutions required by Federal Civilian, Defense, and Intel agencies to maximize digital performance. Keeping technology performing optimally amidst unprecedented complexity, technologically and logistically can be daunting. You need the expertise to manage these complexities across political, technical, and agency levels to help you leverage Riverbed solutions to stay on course. We've built a support organization that understands and can work within these requirements.

Riverbed offers world-class support to help Federal customers fully leverage the value of their Riverbed investment. Our award winning technical support staff is available around the clock (24 hours a day, 7 days a week) to help Federal customers and partners quickly and easily use, manage, and troubleshoot Riverbed solutions on their network and within complex procedural and security constraints. We provide assistance with questions about the use of Riverbed solutions. With software updates, you have access to the latest and greatest product features and functionality.

We're making it simple to reach Technical Support and conduct appropriate interactions with resources that are trained to understand the Federal environment. We're there to answer your important questions. Gain access to a technical team of U.S. citizens available 24/7, trained to expedite specific U.S. Government needs with domain knowledge and understanding of these complexities. Riverbed also uses reasonable efforts to make available technical support resources that possess proper security clearances (as available) and adhere to specialized policies and procedures.

Due to the sensitive nature of U.S. Federal support needs, SteelSupport Government is a baseline service for all Federal customers. Federal customers must purchase a Riverbed support plan in order to receive support for a specific product. Customers can choose the program that fits their specific agency requirements and mission goals. Choose from four levels of SteelSupport Government: Silver, Gold, Gold+, and Platinum.

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In addition to choosing one of the four support levels, Riverbed offers Enhanced Hardware Replacement (EHR), which, if purchased, allows a customer to elect not to return hard drives and systems to Riverbed as part of Support. Reference Riverbed Worldwide Customer Support Product Brief.

## Key Benefits

- Get 24x7 remote phone support from Riverbed U.S. citizens
- Gain dedicated toll-free and direct dial support hotline, dedicated to federal customers
- Know that ALL federal phone / web / email inquiries will be answered by U.S. citizens
- Receive access to designated government award winning Riverbed tech support team
- Obtain access to government cleared tech support team as available

## Learn More

For more information regarding SteelSupport Government, please refer to Riverbed's generally available end user maintenance and support services terms and conditions available at [riverbed.com/supportservicedescription](https://riverbed.com/supportservicedescription).

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### About Riverbed

Riverbed®, The Digital Performance Company™, enables organizations to maximize digital performance across every aspect of their business, allowing customers to rethink possible. Riverbed's unified and integrated Digital Performance Platform™ brings together a powerful combination of Digital Experience, Cloud Networking and Cloud Edge solutions that provides a modern IT architecture for the digital enterprise, delivering new levels of operational agility and dramatically accelerating business performance and outcomes. At more than \$1 billion in annual revenue, Riverbed's 30,000+ customers include 98% of the *Fortune* 100 and 100% of the *Forbes* Global 100. Learn more at [riverbed.com](https://riverbed.com).

The Riverbed logo consists of the word "riverbed" in a lowercase, sans-serif font. The letters are a vibrant orange color. The "i" and "e" have dots, and the "d" has a tail that curves slightly upwards.