

Riverbed Worldwide Customer Support

24x7 Global Support and Services for High-Performance Networks

Riverbed offers world-class support to help customers fully leverage the value of their Riverbed investment. Riverbed's trained technical support staff is available around the clock (24 hours a day, 7 days a week) to help customers and partners quickly and easily use, manage, and troubleshoot Riverbed products in their network. Through Riverbed Support, customers receive:

- Assistance with questions about the use of Riverbed products
- Assistance in identifying and verifying the causes of suspected errors
- Solutions for identified errors or malfunctions
- Access to support by phone, email, and the web

Riverbed provides a global support organization with locations in Amsterdam, London, New York, Sunnyvale, San Francisco, Singapore, and Tokyo. Follow-the-sun support ensures that high-priority cases can be transferred seamlessly to provide continuous coverage when working to solve critical problems. By using a unified case tracking system, Riverbed support engineers know they are working with the latest details and status of each case.

Riverbed Technical Support Levels

Riverbed support plans are available in four levels: Silver, Gold, Gold Plus, and Platinum. Each level offers capabilities in the areas of technical support, hardware service, and software maintenance.

Software Maintenance Offerings

With a Silver, Gold, Gold Plus, or Platinum support plan, Riverbed provides a software upgrade subscription package for maintenance releases and software updates. With software updates, you have access to the latest and greatest product features and functionality.

Hardware Service Offerings

For hardware service, Riverbed provides a limited out-of-the-box warranty for a total of one year from the date of purchase. In the event of a hardware failure, the unit may be shipped to Riverbed for replacement or repair. In addition to the standard warranty, Riverbed offers the following additional hardware support options per support level:

- **Silver Level Support** – Riverbed will repair or replace the hardware via ground delivery, after receiving the failed unit.
- **Gold Level Support** – Riverbed will provide next business day advance replacement or repair.*
- **Gold Plus Level Support** – Riverbed will provide up to 4 hour on-site hardware replacement.**
- **Platinum Level Support** – Riverbed will respond with up to 4 hour on-site hardware replacement or repair with on-site field engineering support.**

A replacement unit will be shipped from one of the many Riverbed support depots located across the globe, as appropriate.*

* Advance replacement for requests confirmed by 2:00 PM local time (using the time zone of the location of the nearest replacement product depot) by Riverbed will be shipped for next business day delivery; delivery time may depend on International customs clearing and export/import laws and regulations for non-US destinations.

** Not available in all areas. Check with your sales representative for specific location coverage.

Riverbed's highly skilled engineering support staff is committed to providing world-class expertise and assistance with 24x7 "follow-the-sun" support regardless of time of day or location, with support centers across the globe.

With a Riverbed support plan in place, you can be assured that you will limit expensive downtime while maintaining the high level of performance expected from your Steelhead appliance deployment.

Support Levels

Level	Support	Software	Hardware
Silver	24x7 Availability Phone, Email, and Web	All Maintenance Releases All Software Updates	Replacement/Repair
Gold	24x7 Availability Phone, Email, and Web	All Maintenance Releases All Software Updates	Next Business Day Advance Replacement/Repair*
Gold Plus	24x7 Availability Phone, Email, and Web	All Maintenance Releases All Software Updates	Up to 4 Hour On-Site Hardware Replacement
Platinum	24x7 Availability Phone, Email, and Web	All Maintenance Releases All Software Updates	Up to 4 Hour On-site Replacement/Repair with On-Site Field Engineering Support

Support Wire

With a Riverbed Steelhead support plan in place, Steelhead appliances provide a Support Wire feature that recognizes critical failure conditions and generates an e-mail containing detailed status information about the failure. This e-mail is delivered to a Riverbed Technical Support representative where the condition may be remotely analyzed and debugged, which may result in a faster path towards problem resolution.

Focused on Customer Satisfaction

Customers can open cases online through the Riverbed Support web site or by calling Riverbed technical support directly. Cases are assigned directly to technical support engineers for investigation and resolution, according to engineer skill sets and availability. Resources are prioritized for maximum response for critical issues.

All incoming customer inquiries, including both technical support cases and non-technical administrative issues, are answered directly by Riverbed Support and either handled or escalated appropriately. Customers know that their concerns are being heard directly by Riverbed, with escalation channels readily available.

Riverbed support engineers have full accountability for the resolution of an assigned case, acting as a single point of contact and coordinating the efforts of other support members, specialists in remote support organizations, third-party vendors, and engineering teams. The teams of individuals seamlessly work together to provide the excellent support customers require. Technical Support works very closely with the Quality Assurance (QA) and Engineering organizations to expedite resolutions and provide customer feedback on product issues. Through the team approach, Riverbed can offer the highest degree of technical knowledge possible.

“Deploying Steelhead appliances has been quick and painless – usually they install in 15 minutes. When we had an issue that required technical support, they were fantastic and stuck with us until it was resolved. I’m very impressed with Riverbed’s support team, and recommend them highly.” – IT Director, National Engineering Company

Industry-Leading Expertise

Riverbed’s world-class technical support engineers are experts in the Riverbed product line and key related technologies. In addition, they have completed extensive training, both internally and externally, and possess a high degree of problem-solving skills.

All the Riverbed Support engineers are certified in an IT specialty or have an advanced degree (such as MS or PhD). Skills and certifications include CCIE, CCNP, CCNA, CCSP, CCDA, CCND, CCSA, MCP, MCSE, Netcache, CISSP, ISSAP, InfoSEC, Brocade SAN designer, SUN Admin, and FCNE.

For More Information

To find out more about Riverbed customer support plans and policies, see the Description of Riverbed Maintenance and Support Services at http://www.riverbed.com/docs/Maintenance_and_Support_Services.pdf.

About Riverbed

Riverbed is the IT performance company. WAN optimization solutions from Riverbed liberate businesses from common IT constraints by increasing application performance, enabling consolidation, and providing enterprise-wide network and application visibility – all while eliminating the need to increase bandwidth, storage or servers.



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