

Improve Performance and Drive Business Value with Riverbed® Focused Support Services

High touch customer experience and expedited issue resolution with personalized priority support and services delivered by Riverbed experts

Major global businesses may have thousands of employees and millions of customers depending on their data centers every day. For these companies and other businesses that run mission-critical applications, even a short-term outage or minor performance issue would cause a significant, unacceptable business impact.

Riverbed Focused Support Services provides advanced expertise built on a proven methodology including an enhanced level of support focusing on performance of critical applications. The result is lower total cost of ownership (TCO), improved efficiencies and rapid time to value for your business.

Key Service Benefits

- Enhanced level of support including a designated contact number
- Build proficiency with Riverbed solutions to expand your organization's skill sets
- Identify key performance indicators (KPIs) to measure the value of Riverbed solution
- Accelerated ROI from Riverbed portfolio
- Leverage Riverbed solution experts to quickly triage and resolve application performance issues

The Riverbed Focused Support Service is an integrated set of support services and technical training designed to help you improve the adoption and performance of the Riverbed solutions your business depends on to run more efficiently and effectively. Customers that leverage the Riverbed Focused Support Service can realize the following outcomes:

- Improved Riverbed deployment stability and potentially reduced mean time to resolution when issues arise
- Added insight from operational reviews including support issue trend analysis conducted by designated support teams
- Development of processes focused on acceleration operationalization and increasing adoption of Riverbed solutions
- Enhanced visibility into application performance issues
- Increased expertise and confidence when using Riverbed solution

Service Overview

The Riverbed Focused Support Services offers three key components to help ensure sustained customer success:

Enhanced Serviceability

24/7, proactive support from a designated team, which includes a toll-free support number to ensure you're connected with the designated technical support team every time you call. This provides a unique level of support and confidence knowing that your Riverbed support representatives have valuable insight into your current deployments and support history before you call. This team will also provide regular reporting and review of case history together with support during network change activity.

Success Assurance

A set of integrated services focused on increasing Riverbed Solution adoption as well as realizing the advanced capabilities available from Riverbed solutions to ensure that clients are getting the most from their Riverbed investment. Success assurance services consist of the services identified in the Service Feature table below and are based on the tier of Focused Support Services purchased. See the [Service Feature Definitions Table](#) for additional details regarding the scope of these services.

Technical Enablement

The Focused Support Services include training credits to enable IT teams to gain the technical skills they need to fully implement and utilize Riverbed solutions for maximum efficiency. The training credits provide a flexible model for consuming on demand or classroom based training courses delivered by Riverbed Certified Solution Instructors (RCSIs) and access to eLabs. See the Service Feature table below and the Riverbed technical training web page for more details.



Focused Support Services – Building the Foundation for Customer Success

Focused Support Services

Riverbed offers two tiers of the Riverbed Focused Support Services: High Touch Standard and High Touch Premium. The following table identifies the service features included in the Focused Support Services and highlights the differences between each tier. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Service Component	Service Feature	High Touch Standard	High Touch Premium
Enhanced Serviceability	Designated Technical Support Engineering Team	✓	✓
	Dedicated Support Contact Number	✓	✓
	Proactive Support	✓	✓
	Saturday Gold RMA Delivery	✓	✓
	Reservation of Technical Support Engineer(s)	Up to 4 reservations	Up to 8 reservations
	Monthly Support Case Review	✓	Also includes quarterly trend reporting
Success Assurance	Performance Architect	Standard	Premium
	Implementation Audit Service	Up to 2	Up to 3
	Application Performance Assessment	Up to 1	Up to 2
	Performance Management Workshop		Up to 1
	SOP Review and Development		✓
Technical Enablement	Training Credits	Up to 200 credits	Up to 200 credits
Reports	Operational Reviews	Up to 2	Up to 4
	Annual Summary Report	✓	✓
	Account Status Review with Riverbed Services Executives	✓	✓

Service Feature Definitions

Service Feature	Service Definition
Designated Technical Support Engineering Team	Designated pool of Senior Escalation Engineers for Focused Support Service customers
Dedicated Support Contact Number	A designated support contact number will be provided to Focused Support Service customers to reach the Designated Technical Support Engineering Team.
Proactive Support	Proactive Support includes a review of the customer's major Riverbed release upgrade plans and notification and analysis of new release issues which may impact current Riverbed environments.
Saturday Gold RMA Delivery	Extends RMA Delivery for assets under gold support contracts to Saturday, contingent on availability.
Reservation of Technical Support Engineer(s)	Permits limited reservations of one Technical Support Engineer for a two hour window for critical Riverbed infrastructure changes such as upgrades, relocation or addition of Riverbed equipment or software. Reservations are contingent upon availability and should be made at least 15 days in advance.
Monthly Support Case Review	The Monthly Support Case Review for the High Touch Standard service provides a monthly review of the customer's support case status(es). The High Touch Premium service includes the monthly case reviews of the Standard service and also includes a quarterly case trend analysis.
Performance Architect	Performance Architect (PA) service provides performance architect services focusing on process development and Riverbed technology adoption. It includes a current state and gap assessment, operational process and KPI benchmarking, as well as business value analysis reporting. Two levels of PA are available: High Touch Standard - 5 days of PA service per month, or High Touch Premium - 15 days of PA service per month.
Implementation Audit Service	Each instance of the Implementation Audit Service provides up to 10 days of Riverbed solution deployment review and configuration update recommendations for improved Riverbed solution performance where applicable.
Application Performance Assessment	Each instance of the Application Performance Assessment service provides up to 10 days of application baselining, trending and diagnosis, with summarized reports and recommendations. Each instance of the Application Performance Assessment Service is limited to 1 application.
Performance Management Workshop	The Performance Management Workshop is a 1 day appraisal focused entirely on the performance management gaps between the client's current performance and desired future performance. This workshop includes a detailed, actionable, gap audit report with specific recommendations for improving performance management maturity.
SOP Review and Development	Review of client Standard Operating Procedures for Riverbed solutions, with guidance and recommendations for improvements based on Riverbed best practices.
Training Credits	Includes up to 200 Training Credits which can be redeemed for classroom, virtual or on demand training and access to eLabs. Refer to the Riverbed Technical Training Services webpage for details.

Service Feature	Service Definition
Operational Reviews	Review of the current state of the client's Riverbed solution environment, including a comparison with the initial service plan to track overall progress and recommended next steps to reach the desired final state.
Annual Summary Report	Provides a summary report of the Focused Support Services engagement with detailed recommendations for next steps.
Account Status Review with Riverbed Services Executives	A review of the current account status including any critical issues and a best path to resolution appraisal with Riverbed Services Executives.

Scope

The Focused Support Services do not modify or replace any current support, maintenance or professional services already purchased. Focused Support Services represent a value added component to bolster customer success. The customer must have a current Silver, Gold, Gold Plus or Platinum Riverbed end user support contract (where Riverbed provides level 1, level 2, and level 3 support to customer) for its Riverbed products to be eligible to purchase Focused Support Services for those products. The Focused Support Services are not available for products for which the customer did not purchase direct Riverbed support services (e.g. products where a Riverbed authorized reseller, distributor or service partner provides the initial levels of support (including telephone and email support) for such products to the customer).

The Focused Support Services are delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. This service does not include any Riverbed products. All Riverbed products or product usage, as applicable, must be purchased separately.

Each package of Focused Support Services (both High Touch Standard and High Touch Premium tiers) includes the support services described in this document for any combination of the following Riverbed products:

- Up to 500 physical or virtual SteelHead appliances
- Up to 25 physical or virtual SteelCentral appliances
- Up to 100 SteelCentral software agents
- Up to 100 physical or virtual SteelFusion appliances

If Focused Support Services are desired for additional products exceeding the quantities set forth above for any given product family, additional Focused Support Services packages must be purchased to cover the applicable products for which Focused Support Services are purchased.

Focused Support Services are offered on a 12 month contract period. All features and quantities listed in the Service Feature table are offered over the 12 month contract period and may not be used after such contract period has expired.

Invoicing and Pricing

- For pricing information, please contact your Riverbed Professional Services sales representative or send your inquiry to proserve@riverbed.com or renewals@riverbed.com.
- If you are purchasing directly from Riverbed, additional terms and conditions applicable to invoicing and payments are set forth in the Agreement. If you are purchasing through an authorized Riverbed channel partner, please contact your channel partner representative for details on invoicing, payment, and fees.
- All Focused Support Services provided by Riverbed are subject to the applicable terms and conditions available at www.riverbed.com/focusedsupportservices (“Agreement”). If you have a separate mutually signed agreement with Riverbed, the Agreement will supplement that agreement, and in the event of a conflict between the Agreement and any such existing agreements, the Agreement will control with respect to the Focused Support Services.

About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed’s 27,000+ customers include 97% of the Fortune 100 and 98% of the Forbes Global 100. Learn more at riverbed.com.

