Flexible Method for Purchasing Professional Services & Training

Organizations serious about gaining and maintaining competitive advantages must have optimized digital performance.

Riverbed helps customers advance the human experience in the digital world. Meeting those expectations while handling changing business demands around digital experience requires agility.

Today's hyper efficient digital performance solutions unleash their full potential when they operate at maximum effectiveness. We can help you do just that with the Riverbed Global Customer Success Credit offering.

Riverbed Global Customer Success Credits

Riverbed Global Customer Success (GCS) Credits are prepaid services and training credits. Often when budget planning starts, it's unknown what type of assistance may be needed at a future time. We now provide flexibility by enabling you to allocate an upfront budget when budget is available, then identify specific eligible services when business requirements dictate the need. Customers interested in flexible consumption of offerings have a menu of options to choose from when redeeming their GCS Credits. GCS Credits may be consumed over a period of up to 12 months after purchase, after which they will expire.

Find eligible services that best match your business needs based on the following GCS Credit offering categories:

- **Implementation:** helps ensure your Riverbed solutions are deployed to meet your specific technical requirements, along with deployment documentation and focused knowledge transfer on how to maintain your solutions, where applicable.

- **Advisory:** a variety of assessment, audit, and diagnostic offerings around application, network, and end user experience performance, arming you with data-driven insights and recommendations to achieve technical and business objectives.

- **Adoption:** services designed to help you get the full business value out of your investment by providing services and support to integrate your Riverbed solutions into your standard processes.

- **Transformation:** thinking about changing how you do business, for example migrating to SD-WAN for your network? Let Riverbed Global Customer Success be your trusted advisors on your business transformation journey.

- **Training:** Riverbed offers a certification program and technical training with online, public classroom, and dedicated on-site delivery, that distinguish you and your company as being highly skilled in utilizing Riverbed solutions to satisfy business requirements.

Key Features

Riverbed GCS Credits help maximize uptime and optimize performance for your Riverbed products with:

- **Budget flexibility:** earmark your budget and defer selecting specific offerings based on desired business outcomes until a later date.
- **Simplicity:** GCS Credits are easy to buy and redeem for eligible services.

- **Accomodating:** choose what you need, when you need it from a catalog of eligible services.
- **Success outcomes:** excellent opportunity to align changing business needs with expert services throughout the year.

Invoicing and Pricing

For pricing information, please contact your Riverbed Global Customer Success representative at gcs-credits@riverbed.com or learn more at riverbed.com/gcs-credits.

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 GCS Credits and professional services provided by Riverbed are subject to the applicable professional services terms and conditions available at riverbed.com/servicesterms **("Agreement")**. In the event of a conflict between this brochure and the Agreement, the Agreement will govern with respect to the subject matter of the conflict.

Riverbed — Empower the Experience

Riverbed is the only company with the collective richness of telemetry from network to app to end user that illuminates and then accelerates every interaction so that users get the flawless digital experience they expect across the entire digital ecosystem. Riverbed offers two industry-leading solution areas – Alluvio by Riverbed, an innovative and differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app over any network to users, whether mobile, remote, or on-prem. Together with our thousands of partners, and market-leading customers across the world, we empower every click, every digital experience. Learn more at riverbed.com.