

Global Customer Success Users Guide

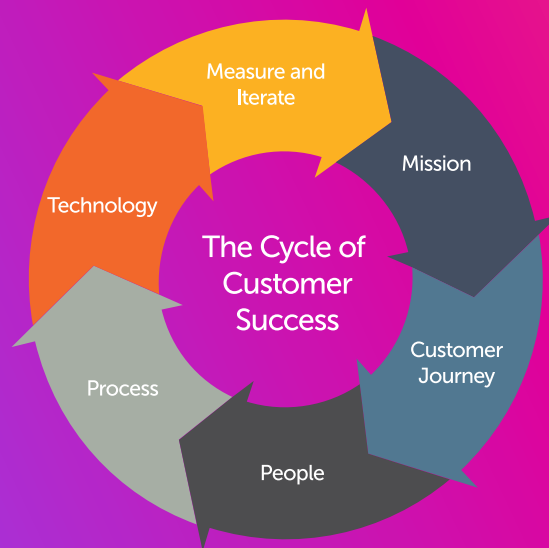
Riverbed Technology customers worldwide depend on Riverbed® Support to protect, maximize, and future-proof their investment. Recognized by independent research firms for delivering an outstanding customer service experience, Riverbed Support offers 24x7 technical support, a global logistics network, and online resources that include a comprehensive knowledge base and an active user community.

“We have mapped your journey down the digital river. We know every eddy and every submerged boulder. We’ve seen other technologies interact and know how to run every rapid. Now, we’re putting that knowledge in your hands, both reactively and proactively, with ease to discover tips and guided adventures that get you to new places in your journey.”

Dan Smoot,
CEO and President, Riverbed Technology LLC

“We enable customers to achieve, sustain and accelerate their desired business outcomes by providing a superior customer experience with Riverbed through exceptional adoption, retention and expansion of the Digital Performance Platform...”

Dan Smoot,
CEO and President, Riverbed Technology LLC



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Welcome to Riverbed Technology Global Customer Success

This document is intended to provide an overview of what Riverbed's Global Customer Success offerings and organization can do for Riverbed customers.

Global Customer Success has three major components: Support, Professional Services, and Education. More information on each can be found below.

Support

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 the Riverbed products in their network. In addition, Riverbed provides a wide variety of online support materials to help answer most questions.

Our follow-the-sun support model ensures that high priority cases can be transferred seamlessly to provide continuous coverage when working to solve critical problems. By using a single unified case tracking system, Riverbed support engineers know they are working with the latest details and status of each case.

Customers can open cases online through the Riverbed Support website or by emailing or calling Riverbed technical support. Cases are assigned directly to Escalation Engineers for investigation and resolution, according to engineer skill sets and availability. Resources are prioritized for optimized response to critical issues.

All incoming customer inquiries are answered directly by Riverbed Support and either handled or escalated appropriately. Customers know that their concerns are heard directly by Riverbed.

Alternatively, Riverbed has an extensive network of certified partners known as Riverbed Authorized Support Partners (RASP). Each RASP has a close working relationship with Riverbed Support and receives additional training, mentoring, and support tools.

When working with a RASP, you have the option to select partner support. With partner support, you will contact the partner for the initial levels of fault diagnostics. The support partner then manages escalations to Riverbed for vendor level support issues.

Riverbed customers can also access collateral to enhance their success by further enabling use cases, workflows, and real world problem

resolutions to achieve desired business outcomes. Examples of this additional content are:

- Additional video content on what's available from Riverbed, solving real world problems, and showcasing use cases at: youtube.com/user/RiverbedTechnology
- Webinars showcasing new product features at: riverbed.com/about/webinar-library.html
- Blogs providing key insights on how to get the most out of your investment at: riverbed.com/blogs.html
- This content is also available at facebook.com/riverbed/ and linkedin.com/company/riverbed-technology/

Professional Services and Education

Riverbed Professional Services is available to help customers get the most business value from their Riverbed investment. Riverbed Professional Services has consultants and project managers available around the world and provides professionally managed services covering the entire lifecycle of Riverbed solutions and their integration into each customer's environment and processes, from planning and implementation to assessments and diagnostics to staff augmentation residencies for mapping and meeting the needs of the customer with the professional experience of Riverbed Professional Services performance engineers and capabilities of Riverbed solutions, following industry leading best practices.

In addition to fixed-scope packaged services and custom-scoped services, Riverbed offers a flexible way to consume services and training with GCS Credits. GCS Credits can be purchased when upfront budget is available but requirements are not yet firm, and can be consumed over a 12 month period from the date of purchase as requirements become defined.

More information can be found online about Riverbed Professional Services at riverbed.com/services.

Riverbed offers training courses enabling customers to be certified as Riverbed Certified Performance Engineers, a unique accreditation in the industry. Additionally, a virtual lab environment and many other education offerings are available to help hone customers' skills using Riverbed solutions to solve real world problems. More information on available courses and consumption options is available on the Riverbed Education portal at education.riverbed.com.

Riverbed Support Resources

Riverbed offers a wide variety of support resources designed to enhance the value of your Riverbed deployment. These resources and tools provide several approaches to find solutions and solve problems.

Support Website

Riverbed provides customers with an authorized account to access the Riverbed support website available at support.riverbed.com, which provides access to the following resources:

- Software releases and release notes
- Product documentation, including deployment, usage, and troubleshooting guides
- Knowledge Base detailing known issues and solutions, error messages, and specific configuration issues
- Technical notes providing in-depth explanations to common questions (FAQs)
- Trouble ticket / case reporting
- Account information, including assets, support plans, and account contacts
- Riverbed forum to share ideas, questions, and solutions within the Riverbed community
- System Dump Analyzer to help identify potential problems with your Riverbed appliances and configurations

With a valid Riverbed Maintenance and Support plan, you can register on the Riverbed support website to set up your username and password by visiting support.riverbed.com.

Support YouTube Channel

The Riverbed YouTube channel addresses many 'how to' questions. New content is frequently added. We encourage you to subscribe and stay current. www.youtube.com/user/riverbedsupport.

Telephone Support

Direct hotline support lets customers contact an Escalation Engineer at any time, 24 hours a day, 7 days a week.

Hardware Support

Maintenance

Riverbed uses reasonable efforts to repair or replace defective hardware components, subject to certain exclusions as detailed in the Riverbed support terms available at riverbed.com/supportservicedescription, including but not limited to if the product or component has been damaged, mishandled, mistreated, or maintained or stored outside of specifications and Riverbed instructions. The Maintenance and Support level determines the hours of coverage and delivery speed of replacement parts and Field Technicians (FE).

See the [Support Offerings](#) and [Return Material Authorization \(RMA\)](#) sections for more information.

Software Support

Software Updates

Products covered by a valid Maintenance and Support contract qualify for software maintenance releases and updates as Riverbed makes them generally available without additional charge to Riverbed's Support customers. The contents and timing of all maintenance releases and updates are determined by Riverbed.

Customers subscribed to product updates are notified by email when software becomes available. Visit the Riverbed [Mailing Subscription page](#) to adjust your notification subscription. Customers with products under active support can download these updates from the Riverbed Support website.

Riverbed Support Team

Riverbed world class Escalation Engineers are experts on the Riverbed product lines and related technologies. Escalation Engineers have completed extensive training, both internally and externally, and possess a high degree of problem solving skills. Many Escalation Engineers are certified in an IT specialty or have an advanced degree (such as MS or PhD). Skills and certifications include the full Riverbed certification track (RCPE, formally RCSP) and multiple alternative vendor related certifications, which may include, but are not limited to: Cisco, CISSP, InfoSEC, ISSAP Linux, Microsoft, NetApp, and VMWare.

Escalation Engineers have full accountability for the management of an assigned case, acting as a single point of contact and coordinating the efforts of other support team members, specialists, and engineering teams. The technical support organization works very closely with the quality assurance (QA) and engineering organizations to expedite support efforts and to provide customer feedback on product issues. Through this team approach, Riverbed aspires to offer the highest degree of technical knowledge possible.

Customer care analysts are positioned globally to work directly with customers that require assistance with the Riverbed support website, software licensing, Return Materials Authorization (RMA), and fulfillment related questions.

With detailed knowledge regarding software licensing across all product lines, this team assists with software activation, license expiration or extensions and software and license downloads. The team resolves user access problems, software download issues, and assists with asset management. Additionally, the customer care team proactively tracks all hardware RMA fulfillment and assists customers with hardware and license replacements, providing real time updates regarding open RMAs.

Riverbed Advanced Support Engineers (ASEs) are designated technical champions for all Riverbed support matters. ASEs possess an in-depth knowledge of their assigned customers' networks and case history. ASEs are available only to customers who purchase the Riverbed® SteelSupport™ for Large Enterprise supplemental support offering, which is an optional maintenance and support solution that wraps itself around Riverbed's standard support offering to optimize digital performance.

ASEs accelerate case management through direct access to engineering staff with 24x7 global resources. Your ASE provides ongoing proactive communication for case reviews and change control management, while also providing architecture, methodology, and support documentation. For more information, see [SteelSupport for Large Enterprise](#).

Riverbed also offers SteelSupport™ Government, which is a support program specifically tailored to the U.S. Federal Government. SteelSupport Government offers U.S. citizen Escalation Engineers who are trained to understand the U.S. Federal Government environment and to help U.S. Federal Government customers quickly and easily use, manage and troubleshoot Riverbed products within complex procedural and security constraints. For more information, see [SteelSupport Government](#).

At any time throughout the day, an experienced Escalation Engineer is available to respond directly to customer questions and resolve technical issues. English is the primary language for communication on support cases; however, select members of the support team may be able to service our customers in other languages such as Arabic, Armenian, Cantonese, Czech/Slovak, Dutch, Farsi, French, German, Gujarati, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Mandarin, Polish, Portuguese, Romanian, Russian, Spanish, Thai, Turkish, Ukrainian, and Vietnamese. If a customer requests a specific language other than English, Riverbed will use reasonable efforts to locate a support team member that speaks such language (if available), provided that the customer acknowledges that Riverbed is not liable for any failure to meet the response time goals as listed in the section [Technical Support Priority Levels and Response Goals](#).

Error Corrections

Riverbed uses reasonable efforts to correct any reproducible programming error in the product software attributable to Riverbed with a level of effort commensurate with the severity of the error, provided that Riverbed is not obligated to correct all errors in any product software. Customers should notify Riverbed of

such errors and should provide Riverbed with enough information to reproduce an error. Riverbed is only responsible for errors that are attributable to the Riverbed product and are reproducible by Riverbed on unmodified product software as delivered to the customer.

Support Offerings

Customers must have an active Maintenance and Support contract to access support resources beyond the basic product warranty.

Riverbed provides a choice of several Standard SteelSupport levels: software-only support, and for hardware appliances we offer Gold level support, Gold Plus level support, and Platinum level support. Riverbed also provides an Advanced SteelSupport offering SteelSupport for Large Enterprise.

The hardware support offerings are primarily differentiated by response time, spares delivery speed, shipment cutoff times, and the availability of onsite replacement by a qualified field engineer. Carefully consider the criticality of your assets to the success of your business and your end user's experience. Evaluate

the cost of downtime if an unexpected hardware failure occurs, then choose the program that fits your needs and business goals. Easily adjust your support levels as your business evolves. Support plans are offered in increments of one year periods.

Special Services

Riverbed has an extensive maintenance and support services portfolio. Customers can request additional maintenance and support services not included in Riverbed's standard support offering. Riverbed uses reasonable efforts to meet these requests directly or through our extensive network of partner relationships. If provided, any such services are subject to additional fees and terms and conditions.

Riverbed® SteelSupport™ Support Offerings

Standard SteelSupport™	Advanced SteelSupport™	Partner Program SteelSupport™
Government Gold Gold Plus Platinum	For Large Enterprise Gold Plus Customer Success (GPLCS) Platinum Customer Success (PCS)	Riverbed Authorized Support Partner (RASP)

Gold Level Support

With Gold level support, customers receive the following services:

- 24x7 access to the Riverbed support website and Riverbed phone support
- Software support, including maintenance releases and updates
- Hardware support. In the event Riverbed issues an RMA for a hardware failure, replacement requests are shipped via express delivery as further described at riverbed.com/supportservicedescription. Additional delivery time may be required for special configurations, international shipments, and remote destinations. See the [Return Material Authorization \(RMA\)](#) section for more information regarding the return process for defective units.
- RCPE Foundations and Associate instructional content available from education.riverbed.com
- [Annual Customer Success Plan Concept document](#) to introduce key Customer Success concepts

Gold Plus Level Support

With Gold Plus level support, customers receive the Gold level support services outlined above plus access to:

- Faster service level responses for Priority 2 (four hours instead of six for Gold) and Priority 3 (eight hours instead of next business day for Gold) tickets
- Faster hardware support. In the event Riverbed issues an RMA for a hardware failure, Riverbed will deliver a replacement product to the registered installation location within four (4) hours as further described at riverbed.com/supportservicedescription.

Customers who qualify for the Gold Plus Customer Success program part of Riverbed's Enhanced Support, can expect the following benefits:

- Access to a Customer Success Manager (CSM) to help drive adoption of Riverbed products, towards efficiently achieving desired business outcomes
- 224 Global Customer Success (GCS) Credits to be used as needed for additional Professional Services training and service offerings, as defined at riverbed.com/gcs-credits and coordinated with the help of the CSM and Professional Services Project Management

Please refer to the [Gold Plus Customer Success program guide](#) for more information.

Platinum Level Support

With Platinum level support, customers enjoy the highest level of customer service available from Riverbed, which includes Gold Plus level support services augmented with:

- Annual service review
- Faster hardware support. In the event Riverbed issues an RMA for a hardware failure, Riverbed will provide a field engineer and a replacement part within four (4) hours to perform onsite hardware repair or replacement of the product as further described at riverbed.com/supportservicesdescription.

RMA service is dependent on the geographic location of the deployed hardware. Additional time may be required for certain locations and/or for service outside of normal business hours. Check with your sales representative for specific location coverage. See the [Return Material Authorization \(RMA\)](#) section for more information regarding the return process for defective units.

Please note that Riverbed field engineers do not perform the installation of new products or product moves to alternate locations. Should you require these types of services, please contact Riverbed Professional Services to obtain a quotation for a one-time service fee.

Customers who qualify for the Platinum Customer Success program, part of Riverbed's Enhanced Support, can expect the following benefits:

- An assigned Customer Success Manager (CSM) to help drive adoption of Riverbed products, towards efficiently achieving desired business outcomes
- An assigned Advanced Support Engineer (ASE) providing a primary point of support contact with a deep understanding of your environment and history
- Expert advice regarding evaluation, roll-out, operation, and process adoption of new Riverbed features and technologies
- An Executive Sponsor to help ensure Riverbed will bring appropriate resources to resolve any issues or develop product enhancements as optimally as possible
- 498 Global Customer Success (GCS) Credits to be used as needed for additional Professional Services training and service offerings, as defined at riverbed.com/gcs-credits and coordinated with the help of CSM and Professional Services Project Management.

- Access to reserved Riverbed Technical Support Engineers, as coordinated by the ASE
- Faster initial response targets for Priority 1 and Priority 2 Support issues for customers supported by Riverbed directly
- Expedited escalations to product specialists for critical issues, as coordinated by the ASE
- Notifications of Riverbed software updates and new features for upgrade planning

Please refer to the [Platinum Customer Success program guide](#) for more information.

Riverbed Authorized Support Partner

Riverbed has an extensive partner network with numerous partners certified as a Riverbed Authorized Support Partner (RASP).

As a RASP, the partner has invested in training and certification and demonstrated its support practices meet the requirements to become authorized. These authorized partners are also continually measured to ensure they maintain or exceed the program requirements. The RASP support team has a close relationship with Riverbed support and receives additional training, mentoring, and support tools.

When working with a RASP, the customer has the option to select partner support as its support strategy. When selecting this option, the customer contacts the RASP for the initial stages of support (level 1 and 2). The RASP is responsible for managing escalations with Riverbed for level 3 and 4 support issues.

The RASP is responsible for reviewing its engagement model with the customer to explain how to create, update, escalate, and close a case. The RASP also reviews any additional resources it offers, including web based portals and monitoring tools.

SteelSupport for Large Enterprise

Riverbed SteelSupport for Large Enterprise provides a higher level of support for mission critical environments. A designated primary Advanced Support Engineer (ASE) partners with your organization to help achieve maximum uptime and return on your investment in Riverbed products. Your ASE helps ensure that you extract maximum value from your entire Riverbed portfolio, addresses continuous improvement opportunities for your operations and business processes, and is a designated advocate inside your organization and at Riverbed to accelerate progress, improve visibility, and sustain success.

Key benefits include:

- An ASE that provides a primary point of support contact with a deep understanding of your environment and history
- Access to SMEs familiar with your network and application environment to accelerate case management, as coordinated by the ASE
- Access to reserved Escalation Engineers, as coordinated by the ASE
- Expedited escalations to product specialists for critical issues, as coordinated by the ASE
- Expert advice regarding evaluation, roll-out, and operation of new Riverbed features and technologies
- Notification of Riverbed software updates and new features for upgrade planning

Please refer to the applicable brochure for [Riverbed SteelSupport for Large Enterprise](#) for additional information regarding the scope of this service. For pricing information and terms, please contact your Riverbed sales representative.

SteelSupport Government

Riverbed offers “SteelSupport Government”, a support program specifically tailored to U.S. Federal Government customers. With this offering, we make it simple to reach Technical Support and conduct appropriate interactions with resources that are trained to understand the U.S. Federal Government environment. We are there to answer your important questions. With SteelSupport Government, U.S. Federal Government customers gain 24/7 access to a technical team of U.S. citizens who are trained to expedite specific U.S. Federal Government customer needs with domain knowledge and understanding of their environmental 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.

Key features of SteelSupport Government include:

- 24x7 access to remote phone support provided by U.S. citizens
- Access to a toll-free and direct dial support hotline dedicated to U.S. Federal Government customers
- All phone / web / email support inquiries by U.S. Federal Government customers will be answered by U.S. citizens
- Access to cleared support personnel (as available)*

Please refer to the applicable brochure for [Riverbed SteelSupport Government](#) for additional information regarding the scope of this service. For pricing information and terms, please contact your Riverbed sales representative.

*SteelSupport Government for products in a classified environment are subject to additional requirements. See the Riverbed support terms available at riverbed.com/supportservicedescription for additional information.

Partner Support Customers—Problem Escalation and Resolution

Customers who purchase partner support from a Riverbed partner (such as a distributor, reseller, service provider or system integrator) need to call the partner's support team if they encounter a problem. Riverbed Authorized Support Partners (RASP) are responsible for providing level 1 and 2 technical support.

If the RASP is unable to resolve the problem, they will escalate to Riverbed support. Riverbed works with the RASP and provides level 3 and 4 support for issues requiring vendor level response.

How to Work with Riverbed Support

Customer Contacts

We request that each customer designates at least two individuals to act as support liaisons. This ensures that customer contacts are sufficiently trained in the operation and use of the product during critical support periods to take full advantage of Riverbed's TAC recommendations.

may decline to provide support or maintenance services to anyone other than your designated support contacts. To avoid support delays, please notify Riverbed if you need to transfer support responsibilities. Customers must provide reasonable access to necessary personnel to answer questions about any reported problem.

Riverbed may decline to provide support or Riverbed

The preferred method is to open a case on the Riverbed support website at support.riverbed.com. An online case provides the fastest access to Riverbed support representatives. Once you create a case, your request will be routed to the appropriate person and they will get in touch with you as soon as possible.

Riverbed also provides phone support.

Country/Region	Toll Number	
Global Support	+1 415.247.7381	
Country/Region	Toll Free Number	Toll Number
Australia	0011.800.4.782.3822 (0011.800.4.RVBD.TAC)	1300.007.823
China	00.800.4.782.3822 (00.800.4.RVBD.TAC)	400.882.2065
Denmark	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
France	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
Germany	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
Hong Kong	001.800.4.782.3822 (001.800.4.RVBD.TAC)	
India	000.800.001.6524	
Japan	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
Malaysia	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
Singapore		65.6508.7422
Thailand	001.800.4.782.3822 (001.800.4.RVBD.TAC)	
United Kingdom	00.800.4.782.3822 (00.800.4.RVBD.TAC)	
United States	1-888-RVBD-TAC (1-888-782-3822)	+1 415.247.7381
Vietnam	120.11.071	

Collecting Case Information

When you report a problem to Riverbed, be prepared to provide the following information:

- Customer name and location
- Problem definition; please make this as detailed and specific as possible
- Serial number; serial number of the device(s) in question
- Software version; the software version running on the device(s) in question
- Model name; model name of the device(s) in question
- IP address information

Defining the Problem

Be prepared to define the problem and provide the following information:

Requested problem priority (as further described at riverbed.com/supportservicedescription):

- P1 – Critical: Severe Impact to Business Operations
- P2 – High: High Impact with Disruption to Normal Business Operations
- P3 – Minor: Medium to Low Impact to Normal Business Operations
- P4 – Informational: Minor Problems, Request for Information

See [Technical Support Priority Levels and Response Goals](#) for more details.

Problem symptoms:

- When the behavior was first observed and what, if anything, has changed in the environment
- For example: “The device shows critical status for the last 4 days and the ‘show stats alarm’ command shows ‘bypass alarm’”
- If this was a previously stable environment, explain what changed within the network or specific application prior to this behavior
- Attempts to troubleshoot and rectify
- For example: “Tried to restart the service at 17:23 today but this failed”
- Network diagram and deployment information
- Provide information about your network design, where the Riverbed product appears, and the way it is deployed

Problem details:

Provide as much information as you can about the problem. For example: What do these messages mean and do they affect the performance of the appliance?

- “Jul 20 21:55:36 SH-2 sport[655]: [disk.CRIT] - {- -} Disk I/O error”
- “Jul 20 21:55:36 SH-2 sport[655]: [segstore/read_op.CRIT] - {- -} I/O error on segstore read”
- “Jul 20 21:55:36 SH-2 sport[655]: [segstore.NOTICE] - {- -} Initiating shutdown”
- “Jul 20 21:55:36 SH-2 sport[655]: [segstore.ALERT] - {- -} HALT Disk I/O error detected in segstore. Sport will be shutdown. Restart with clean store option”
- “Jul 20 21:55:36 SH-2 sport[655]: [segstore/page.WARN] {- -} read ahead failed due to potential memory deadlock”

Collecting Initial Troubleshooting Information

For the most up-to-date information about how to collect initial troubleshooting information for your Riverbed product, please refer to the Riverbed Support knowledge base article: [Collecting Initial Troubleshooting Information](#).

Uploading Files for Analysis

After you collect troubleshooting files, you can upload the files to existing cases through the Riverbed support website.

You can also package them as a ZIP file, provide a unique name that easily identifies them (we recommend including your support case number in the file name) and upload the files to the Riverbed support FTP Site at: <ftp://ftp.riverbed.com/incoming>. When you open or discuss the case with support, reference the uploaded file.

For more information about uploading files, refer to this knowledge base article on the Riverbed support website: <https://supportkb.riverbed.com/support/index?page=content&id=S13970>.

Remote Web Sessions

For many support cases, the Riverbed Support engineer will ask to initiate a remote web session. This session lets the support engineer connect to your network through a web browser and experience the issues directly. Most commonly, the Escalation Engineer uses the session to collect traces and examine network activity. This feature lets the Riverbed support team rapidly diagnose problems and help find solutions.

Remote web sessions are normally conducted via Zoom (alternative platforms are available). Work with Riverbed support to establish a session.

When requesting a remote session, the customer must provide Riverbed with a clear problem definition, a detailed description of what troubleshooting has been conducted, and the desired outcome which is to be agreed between all parties.

Most sessions should be limited to a maximum of two (2) hours, however for high priority cases and in exceptional circumstances this may be extended. Customers should contact Riverbed Support approximately 30 minutes before commencement of the session to enable a suitable Escalation Engineer to be assigned. Riverbed will use reasonable efforts to ensure an Escalation Engineer is available when requested, however, during busy times this may not be possible. Riverbed Support will suggest an alternative time and date if this is the case.

Closing a Case

Upon completion of a case, the Escalation Engineer will follow up with the customer for approval before closing it. If the engineer does not receive confirmation within a defined period, they will close the case. The case can be reopened based on a customer request. Customers can also request closing a case by adding a comment to a case via the Riverbed Support website.

Reopening a Case

If the same problem reoccurs after a case is closed, customers can reopen the case within 30 business days. After this time, a new case should be opened.

The customer may reopen a case by reviewing the case details online and adding a new comment to the case. A new comment changes the case status from Closed to Needs Attention and alerts the case owner.

If the case is older than 30 business days, Riverbed requests you open a new case and reference your old case number in the description. If possible, the original case engineer will be assigned to the case, since the engineer is already familiar with the case history. If the original engineer is not available, the next available engineer will be assigned.

General Principle of “one issue one case”

The general principal for all requests reported to Riverbed is: One Issue; One Case.

If, at any stage in the life cycle of the case, a subsequent issue is identified then a separate case should be opened. This ensures we maintain focus on the reported issue and enables accurate tracking

through to resolution and reduces the potential for confusion and duplication of effort.

For example: In resolving issue (A) the customer notices that some other feature (B) is now not functioning as expected – a second case will be opened and a new reference number will be provided by Riverbed.

Technical Support Priority Levels and Response Goals

Riverbed works with customers to assign a priority to submitted problems. The priority level defines the targeted time frames for initial response goals and escalation potential. This process assists the appropriate resources within Riverbed to manage problems quickly and efficiently according to their priority level.

All cases are prioritized according to their impact to the customer (Priority 1 (P1) through Priority 4 (P4)) with P1 being the most critical. The priority of the case can change, being upgraded or downgraded, depending on troubleshooting progress. Riverbed uses reasonable efforts to provide the service level responses included in the following section.

Priority 1 - Critical

Priority 1 cases are catastrophic problems that severely impact the customer’s ability to conduct business. This may mean that the systems are down or not functioning and no procedural workaround exists. The objective is to restore the customer’s capacity to remain productive and maintain necessary business-level operations affected by the problem within 24 hours and to downgrade the problem severity accordingly.

Riverbed initially responds to a Priority 1 case within one hour after opening a P1 case. Alarm notifications are sent to members of the support team if a P1 case has not been responded to after 45 minutes.

Continuous efforts are made to isolate, diagnose, and deliver a workaround or repair. When the severity level has been downgraded, the support team follows the appropriate guidelines.

Priority 2 - High

Priority 2 cases are high-impact problems that disrupt the customer’s operation but there is capacity to remain productive and maintain necessary business level operations. The problem may require a fix on the customer’s system prior to the next planned commercial release of the applicable Riverbed product software.

Riverbed will initially respond within four hours after the point of opening a P2 case. The Riverbed support team makes continuous efforts to isolate, diagnose, and deliver a workaround or repair during Riverbed’s normal local business hours.

Priority 3 - Minor

Priority 3 issues are medium-to-low impact problems that involve partial loss of noncritical functionality. The problem impairs some operations but allows the customer to continue to function.

Riverbed will initially respond within eight hours after the point of opening a P3 case. Riverbed support responsive action will be reasonably appropriate to the nature of the case.

Priority 4 - Informational

Priority 4 issues include minor problems and all other errors. The inconvenience is slight and can be tolerated.

Riverbed will initially respond the next business day after the point of opening a P4 case during Riverbed's normal local business hours or within two business days after a

P4 case is opened outside of Riverbed's normal local business hours. Riverbed support responsive action will be reasonably appropriate to the nature of the case.

Riverbed measures its business performance and strives to regularly exceed these goals.

Escalation Commitments

Riverbed provides systematic escalation management to customers with current support plans. The Riverbed escalation process notifies levels of management throughout the life cycle of the technical issue. This process assists the appropriate resources to resolve outstanding technical problems as efficiently as possible.

Severity	Notifications		
	Escalation Engineer	Local TAC Manager	Regional Support Director and Above
Priority 1 - Critical	Within 1 Hour	1 Hour	4 Hours
Priority 2 - High	Within 6 Hours (Gold) Within 4 Hours (Gold Plus & Platinum)	8 Hours	24 Hours
Priority 3 - Minor	Next Business Day (Gold) Within 8 Hours (Gold Plus & Platinum)	Weekly	-
Priority 4 - Support Request	Next Business Day	-	-

Customers can escalate a case based on the Riverbed response to their support request.

To escalate a case please contact Riverbed Support. For reference the high-level escalation path is: Escalation Engineer to local TAC Management to Regional Support Director to VP of Support. Engineering, Development, Sales, and the Executive team may be involved in escalations, as needed.

There is a duty manager on call 24 hours a day, 7 days a week. At any time if a case is not handled as expected, a customer can request to be connected to the duty manager when speaking to Riverbed Support.

Return Material Authorization (RMA)

In some cases, you may need to return hardware to Riverbed for replacement. Before returning any hardware, contact Riverbed Support. If Riverbed Support verifies that the product is defective, Riverbed issues a Return Material Authorization (RMA) number and provides a return address to send the defective unit for repair or replacement. The RMA number ensures proper tracking and handling of the returned material.

Shipping

All replacement products are shipped with a Customer Returns kit that provides return instructions along with the RMA number and any applicable documentation.

Riverbed cannot accept any returned product without an RMA number on the package. Customers must deliver the defective product along with the RMA number to the shipping address provided by Riverbed within the Customer Returns kit. Riverbed offices are unable to accept RMA returns. If the customer ships the product on its own transportation carrier's account or without fully complying with Riverbed's RMA procedures, the customer assumes the risk of damage or loss in transit.

The customer must use the original container (or equivalent) and may be required to pay the return shipping charge. The Riverbed Support team may be able to advise customers on shipping charges based on their support plan and location.

Asset Registration

Riverbed stocks spare parts according to the installation address provided by the customer. Under a Platinum support contract, Riverbed will also dispatch a field engineer to this recorded address for repair or replacement. It is therefore critical that you maintain the current installation address of each of your Riverbed assets through the Riverbed Support website.

You can view and update installation locations at: https://support.riverbed.com/content/support/my_riverbed/assets.html

Frequently Asked RMA Questions

How do I return the failed hardware to Riverbed? Use the shipping materials from the original or replacement hardware (or equivalent) to package the failed component(s). Include all accessories, such as power cords and bypass cards, with the shipment. Be sure to clearly identify the RMA number on the outside of the box with your returned hardware.

Customers that receive an advance replacement unit under their support plan are responsible for returning the failed hardware to Riverbed within 30 days after the replacement has been shipped.

If the defective unit is not returned within this time, Riverbed reserves the right to invoice the customer for the list price of the replacement unit.

Why doesn't the replacement unit exactly match the failed device?

Wherever possible, replacement parts will match the failed unit exactly. On occasion, the replacement product may have slightly different options, but will always be of equal or superior functionality. If you receive a replacement unit that does not exactly match your failed unit, consider one of these options:

- If you require different power cords for your region, use the power cords from the failed unit
- If you require a different type of network card, use the card from the failed unit. See the Network Card Installation Guide on the Riverbed support website for instructions
- If you require a different version of the software, download the desired version from the Riverbed Support website. If you do not see the version you want, contact Riverbed Support for download instructions.

Will Riverbed install the replacement hardware?

Customers with Platinum support contract receive onsite support for replacements. For all other support levels, the customer is responsible for replacing the hardware. The Riverbed Support website provides documentation about installing and configuring Riverbed appliances and related components. Additional remote assistance is available from Riverbed Support.

What happens to the data on the failed unit?

Hardware returned to Riverbed will be analyzed to understand the cause of the failure and if possible, remanufactured and restored to its original state. During this process, references to your data are erased using industry standard methods.

Renewals

Customers worldwide depend on Riverbed Support to protect, maximize, and future-proof their investments in Riverbed technologies. The worldwide renewals team is dedicated to maintaining your support coverage and retaining you as a valued customer.

The team works closely with our sales teams and our extensive worldwide network of Riverbed approved partners and you, the customer, to ensure continuous support coverage to your Riverbed deployment and eliminate the potential for outages where the support contract has expired.

The team works with you directly or via our [RASP](#) and [Riverbed RISE](#) program partners to ensure you receive a quotation in advance of your contract expiry date. This enables you to take advantage of the award winning Riverbed global support teams, plus all the other benefits that come with having a valid support contract.

Our renewals team is happy to discuss support options with you, including taking advantage of extending support for multiple years to protect your infrastructure in the most cost-effective way.

Please feel free to contact our global team with any questions you may have using the following email addresses;

- Americas: renewals-us@riverbed.com
- EMEA: renewals-emea@riverbed.com
- APJ: renewals-apj@riverbed.com
- Global: renewals@riverbed.com

Alternatively get in touch with your local Riverbed partner for your renewal quotation.

You can also take advantage of our Trade Up Program, which enables existing customers to transition to the latest Riverbed models, taking advantage of various financial incentives:

- Trade Up Credit
- Recycling and Retirement
- Unused Support Credit

Riverbed Professional Services

Riverbed Professional Services provides the expertise enterprises need to succeed. Through expert lifecycle consulting and technical education services, delivered globally and backed by Riverbed, enterprises move quickly and confidently from vision to results and maximize the value of the Riverbed Digital Performance Platform, the most complete platform for the hybrid enterprise.

Mitigate the Risks of Transformation

Today, users are everywhere, frequently working in multiple locations while using multiple devices. As a result, applications and data are more distributed than ever before, operating in clouds and traveling across networks that enterprises don't fully control.

Managing application performance in this hybrid world is difficult. To make matters more challenging, additional complexity enters the equation as organizations tackle other projects such as consolidating data centers, strengthening network security, and migrating more apps to a cloud or SaaS model. Such initiatives are challenging, costly, and labor intensive. So enterprises need to mitigate the risks associated with these transformations.

With Riverbed Professional Services' proven methodologies and technical expertise, your enterprise can manage the inherent complexity and risk associated with today's hybrid architectures. Using sophisticated tools for baselining, predictive analytics, performance assessments, and monitoring and troubleshooting, we help enterprises reduce risk, gain the insight and data-driven knowledge needed to make intelligent decisions, and achieve optimal business performance.

Accelerate Adoption and Value

When businesses make investments in the Riverbed Application Performance Platform, they expect to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. So they need expertise in the areas that are critical to driving expedient outcomes while avoiding common pitfalls, time wasters, and resource learning curves.

Riverbed Professional Services can help you get the results you expect, quickly and confidently. We help enterprises make the transition from proof-of-concept or initial deployments to full-scale production solutions, accelerating time to value and adoption. We partner with enterprises throughout the solution design and deployment process, helping ensure cross-functional readiness and business integration. As a result, enterprises can rapidly justify their business cases and investments in the Riverbed Application Performance Platform.

Discover New Ways to Improve Performance

Through Riverbed Professional Services, you can discover new opportunities for efficiencies and get everything you expect and more from Riverbed solutions. We reach beyond technical requirements to understand business processes, end-user expectations, technology interdependencies, and functional gaps or overlaps. We apply the full set of Riverbed solutions to baseline and trend current performance, identify areas for improvement, and eliminate future business disruptions from occurring.

As Riverbed product experts, we help enterprises understand and capitalize on new and unique solutions enabled by Riverbed solutions. We guide you through changes needed to achieve your business objectives and optimize critical applications and IT services.

Riverbed Professional Services Team

Riverbed Professional Services employs individuals who exemplify technical excellence, professionalism, service, and quality. When you hire Riverbed Professional Services, you're not just getting the skills and experience of one person. You get the benefit of an entire organization that's dedicated to capturing, improving, and leveraging an institutional knowledge base to better serve customer and market needs. You get consultants and educators who are led by a senior leadership team with decades of business

services experience and supported by a team of project managers, technical engineers, and quality assurance processes that ensure your expectations are exceeded.

Trust the experience of our consultants and our services to plan and implement strategic initiatives, such as virtualization, consolidation, cloud computing, and disaster recovery, without sacrificing performance or compromising essential requirements.

Riverbed Professional Services Offerings

Riverbed Professional Services provides a robust portfolio of consulting services to support you throughout the customer lifecycle while helping you ensure peak performance in the hybrid enterprise.

Plan

We prepare customers for strategic IT initiatives, providing actionable strategies for business, process, and technology alignments and improvements. Our planning services include infrastructure and technology audits, performance baselines and assessments, and predictive analysis of end-user, network, and application impacts.

Build

Our product experts advise organizations on how to fully utilize Riverbed product features to meet current and future business requirements. Through best practice design, deployment, configuration, knowledge transfer, and management activities for Riverbed solutions, we help you accelerate adoption, utilization, and time to value.

Optimize

The hybrid enterprise introduces constant change. Achieve the business outcomes you expect – even as your infrastructure evolves – by enlisting Riverbed Professional Services to optimize solution performance, ensure widespread adoption, and create more value from the Riverbed Application Performance Platform.

Managed Services Enablement Program

Our Managed Services Enablement Program enables approved partners to rapidly add Riverbed application and network performance management solutions to their portfolio to create their own high-value managed service.

Technical Education Services

Riverbed Professional Services offers a comprehensive education curriculum with flexible training delivery options so you can build the proficiency and confidence to run, manage, and continuously improve performance with Riverbed products and solutions.

Certification Programs

The Riverbed Certification Program, open to end users, resellers, and partners, recognizes individuals who demonstrate competency in the theory, configuration, maintenance, and troubleshooting of the Riverbed platform.

Descriptions of Riverbed's Professional Services offerings can be accessed by visiting our Services Catalog at riverbed.com/services; Riverbed provides Professional Services as detailed in the Riverbed professional services terms available at riverbed.com/termsandconditions/professionalservices.

How To Work With Riverbed Professional Services

Riverbed Professional Services employs individuals who There is a good chance that Riverbed Professional Services has already been involved in your Digital Performance Management journey. However, new requirements may arise where additional services are needed.

The easiest way to contact Riverbed Professional Services when there is no existing communication is by sending an email to proserve@riverbed.com with a brief description of what the desired goal is. The appropriate Services Sales Manager will then make contact and start discussions on how best to meet each customer's unique needs from the portfolio of services available.

Additionally, anyone in Riverbed Technical Support or Riverbed Sales will forward customer inquiries on behalf of the customer to Riverbed Professional Services, or direct the customer to the appropriate contact in Riverbed Professional Services, when necessary.

During any Riverbed Professional Services engagement, a Project Manager will be assigned to ensure the engagement smoothly and efficiently progresses to meet the desired and agreed-upon business outcomes, whether it be a short implementation or a multi-year managed service.



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.