

# Riverbed Technical Support

GOING BEYOND THE DATASHEET.

## EVALUATING TECHNICAL SUPPORT

Technical Support consistently rates in the top three evaluation criteria for major IT purchase decisions, closely behind product features/functionality and performance. This is not surprising, considering the increasing strategic importance of the IT infrastructure, and the potential impact to an organization when it is disrupted or not performing optimally.

Evaluating technical support can be difficult during a limited trial period, so we encourage organizations to look beyond the “data sheet” for more tangible evidence such as industry recognition and awards, peer reviews and feedback, as well as work directly with the technical support team during the evaluation period.

## Industry Recognition and Awards

At Riverbed, we not only sell the best IT performance solutions, we back it up with an award winning technical support team to ensure each customer’s investment is maximized and protected throughout its lifecycle.

Since 2011, Riverbed support has been independently audited by both J.D. Power and the Technology Services Industry Association (TSIA). The audits benchmark Riverbed’s support against hundreds of industry best practices and operational metrics across all support disciplines, including technical support, website self-service, logistics and repair operations, and voice of the customer activities. The audits also reach into Engineering, Quality Control, Employee Services, Sales and Marketing to ensure that the entire customer experience is taken into account.

In addition to the global audit of Riverbed’s support operation, an independent customer satisfaction survey is conducted by J.D. Power of over 1,000 Riverbed customers, to ensure that actions being taken internally are being reflected externally to the customer.

In August of 2013, Riverbed achieved global certification for the 3<sup>rd</sup> consecutive year, under the J.D. Power Certified Technology Service and Support Program<sup>SM</sup> recognizing Riverbed for delivering “An Outstanding Customer Service Experience” and also TSIA Excellence in Service Operations. Riverbed is one of a select few companies to receive this distinction for global certification under both the J.D. Power CTSS and the TSIA Excellence in Service Operations program in the same year.

*“Riverbed Technology demonstrated a culture and operational performance that met the stringent benchmarks of CTSS certification...Riverbed’s customers can count on the technical support operations to have the people, processes and technology in place necessary to provide quality support.”*

**—Tom Pridham, Senior VP & GM, TSIA  
Operational Best Practices Programs**



**Riverbed Technology has been recognized by J.D. Power for providing  
“An Outstanding Customer Service Experience”**

Disclaimer: J.D. Power and Associates 2013 Certified Technology Service & Support Program<sup>SM</sup>, developed in conjunction with TSIA. For more information, visit [www.jdpower.com](http://www.jdpower.com) or [www.tsia.com](http://www.tsia.com)

## Voice of the Customer

In addition to independent audits and surveys, Riverbed conduct's its own satisfaction surveys to ensure we get feedback real time and unedited. Results improve consistently quarter over quarter and our current overall satisfaction rating stands at 4.6 out of 5.

Each survey response is reviewed by management. If the support team fails to meet expectations, a follow-up call is made to ensure the customer's voice is heard, and corrective action is taken as needed. As feedback is analyzed, lessons are learned and continuous improvements take place.

If you want to speak to someone in your own industry to hear about their experience with our support team, Riverbed will be happy to connect you through the Riverbed Customer Network (RCN).

*"Riverbed stood always behind us on this critical case. From the first incident until the successful fix implementation and RMA process. Riverbed never tried to get rid of responsibilities - au contraire. If more companies would behave like Riverbed, this planet could be a happy place."*

**—Dario Natale, Network Operations - Zurich Financial Services**

## First Hand Experience

While third-party validation and peer feedback play an important part of any evaluation, we recognize that nothing compares to experiencing support first-hand. Our support team works alongside Riverbed's system engineers (SEs) and partners to ensure the best possible customer support experience during the evaluation period. Many vendors will go to extraordinary lengths to avoid prospects contacting their support organizations, however at Riverbed we actively encourage it, only asking that the Riverbed SE or partner SE is engaged in the process. Riverbed technical support is staffed 100% by Riverbed employees who are experts in their field and are available 24x7x365 to help resolve any issues that may arise during the evaluation.

## Summary

The award-winning Riverbed support organization was built from the ground up to support some of the most challenging global IT environments. Riverbed continues to invest heavily in people, processes, and systems to ensure the customer support experience is one of the best, if not the best, from any IT vendor.



## About Riverbed

Riverbed delivers application performance for the globally connected enterprise. With Riverbed, enterprises can successfully and intelligently implement strategic initiatives such as virtualization, consolidation, cloud computing, and disaster recovery without fear of compromising performance. By giving enterprises the platform they need to understand, optimize and consolidate their IT, Riverbed helps enterprises to build a fast, fluid and dynamic IT architecture that aligns with the business needs of the organization. Additional information about Riverbed (NASDAQ: RVBD) is available at [www.riverbed.com](http://www.riverbed.com).