

## Custom Knowledge Transfer

To assist customers in extracting the most value out of their Riverbed investment, Riverbed provides the Custom Knowledge Transfer offering. This offering provides up to one day of preparation and up to three days of customized knowledge transfer for up to ten students for one topic. Travel and expense (T&E) is not included and must be consumed separately. The knowledge transfer may be performed remotely via screen sharing technology such as WebEx, but on-site delivery is recommended. Please refer to the [offering menu](#) for how many GCS Credits this offering consumes.

Please contact your Riverbed project manager to work out the specific engagement details. Common topics for a custom knowledge transfer may include, but are not limited to:

- NetIM Product deployment and basic management
- Unified Communications Expert deployment and basic management
- Custom Aternity business activity monitor creation best practices
- Aternity platform installation and upgrade best practices
- WAN Optimization deployment and operational best practices review

Deliverables for this offering will be comprised of the custom materials created for use during the knowledge transfer session, as well as any recordings made, if applicable. Customer must provide adequate facilities for the knowledge transfer session, including an appropriately sized room if on-site delivery is chosen, and workstation, network, and/or server resources as defined during course scoping and preparation. Lab activities are not included in this offering.

The Custom Knowledge Transfer offering is not a replacement for Riverbed Education training courses.

## Invoicing and Pricing

For pricing information, please contact your Riverbed Global Customer Success representative at [gcs-credits@riverbed.com](mailto:gcs-credits@riverbed.com) or learn more at [riverbed.com/gcs-credits](http://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 [www.riverbed.com/serviceterms](http://www.riverbed.com/serviceterms) ("**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.