

Gold Plus Customer Success Program

Quickly achieve your business goals with industry experts guiding the way

Let Riverbed's Global Customer Success experts guide you on your journey towards meeting your business goals, now that you've bought industry-leading Riverbed® products. We can help you realize maximum benefits from your relationship with Riverbed with routine engagement to better understand what you want to do and guide you on how best those goals can be met.

The Gold Plus Customer Success Program, part of Riverbed's Enhanced Support, also helps ensure your Riverbed deployments are healthy and optimized, with quicker responses when problems occur to minimize downtime and maximize value to the business.

Key Benefits

Customers who qualify for the Gold Plus Customer Success Program can expect the following benefits:

- An assigned Customer Success Manager (CSM) to help drive adoption of Riverbed products, towards efficiently achieving desired business outcomes
- Expert advice regarding evaluation, roll-out, operation, and process adoption of new Riverbed features and technologies
- 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 help from the assigned CSM and Professional Services Project Management

The following benefit is also available with standard Gold Plus maintenance, and does not require Gold Plus Customer Success qualification:

- Four hour RMA service for all assets under Gold Plus maintenance, subject to availability

Accelerate Achieving Business Goals with Riverbed

The following table highlights key features and what they provide as part of the Gold Plus Customer Success Program.

Key Features	Description
Customer Success Manager (CSM)	<ul style="list-style-type: none">• Responsible for helping the customer achieve their business goals as efficiently as possible with purchased Riverbed products and services• Point of contact for Riverbed questions, issues, or escalations• Recommend appropriate Riverbed Education courses and additional Professional Services where applicable• Share relevant collateral including but not limited to product release notes, best practices content, webinar links, and blog post entries• Recommend additional Riverbed products when appropriate to help customer meet their business requirements and goals
Global Customer Success (GCS) Credits	<ul style="list-style-type: none">• 224 GCS Credits (valid for the Gold Plus Customer Success Program term) are added to qualifying accounts• Can be used for any available GCS Credits offering as defined in riverbed.com/gcs-credits• Managed by Riverbed Professional Service Project Management Office (PMO)• Suggested consumption plan includes one week of Riverbed Professional Services and one RCPE Professional Self-Paced Training offering, including the RCPE Certification Exam• CSM and PMO can suggest offerings, or customer can choose separately• GCS Credits offered through Gold Plus Customer Success are subject to the applicable terms and conditions available at riverbed.com/serviceterms

Learn More

Riverbed's Gold Plus Customer Success Program is subject to the terms and conditions available at riverbed.com/serviceterms.

