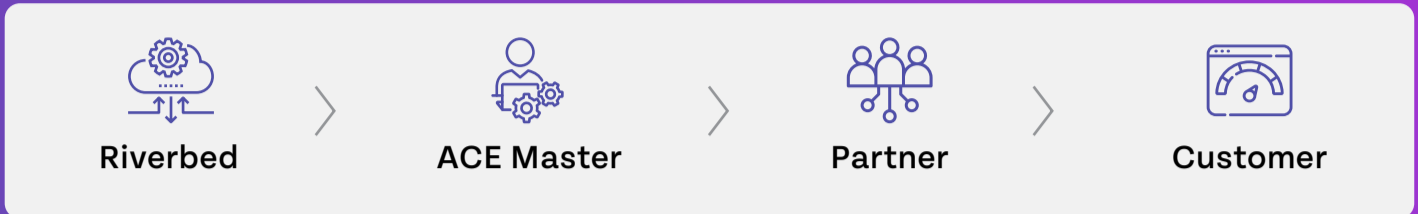


# Riverbed ACE Partner Program: Stakeholder roles and benefits

Deliver the best possible digital experience with Riverbed's leading DEM-as-a-Service program.

## ACE Service Framework



## The roles of Riverbed and ACE Masters

### Riverbed provides

- SaaS based solution
- Flexible licencing
- Out of the box dashboard library
- Comprehensive online help

### ACE Masters provide

- ✓ Partner enablement
- ✓ Licence management
- ✓ Customer onboarding
- ✓ Core service delivery
- ✓ Flexible partner service levels
- ✓ L1/L2 support
- ✓ Subject matter experts

## Partners

### Partner profile

- Digital workplace practice
- Consultancy services
- Microsoft expertise
- Software & hardware value added services
- Multiple vendors across solutions

### Partner benefits

- ✓ Customer ready DEM service
- ✓ Launch with minimal investment
- ✓ Frictionless access to high growth market
- ✓ Complementary to your existing vendors (e.g. Microsoft)
- ✓ Generate additional service opportunities
- ✓ Ongoing visibility into your customers environment
- ✓ Change validation
- ✓ Immediate start - requires no additional skills

## Customers

### Customer profile

- Constrained IT resources
- Looking for value and insight - reduced investment
- SaaS reliance
- Distributed workforce
- Vertical agnostic
- Known key verticals:** Professional services, Financial services, Retail, Contact centres



### Customer benefits

- Market leading DEM solution**
- Improved employee & customer experience**
- Faster IT incident detection, triage and resolution**
- Identify shadow IT**
- Continuous service improvement**
- Measure SaaS app performance**
- No need to learn a new tool**
- Sustainability reporting**

Join the Riverbed ACE Program today!

To join the Riverbed ACE Program, email [Riverbed.Partners@riverbed.com](mailto:Riverbed.Partners@riverbed.com)  
For information on Alluvio Aternity, [visit us online](#)

