

Riverbed Authorized Support Partner Program

The Riverbed Authorized Support Partner (RASP) program enables organizations to partner with Riverbed to jointly develop and deliver customer support solutions that drive customer loyalty and generate additional value for the partner, Riverbed, and the customer.

Once approved by Riverbed, program participants become members of a select group authorized to be the primary support contact for the Riverbed products they sell. RASP participants are expected to be the primary support provider for Level 1 and Level 2 support services for Riverbed products, while leveraging Riverbed for Level 3 and Level 4 support requests.

RASPs can leverage the various contract options to deliver co-branded hardware repair and replacement services. At a minimum, RASPs are required to purchase Riverbed Silver level support for each customer appliance to provide 24x7 Technical Assistance Center (TAC) access plus hardware repair and replacement support services. RASPs can also use the Riverbed Gold and Platinum level contracts for advanced and expedited on-site hardware replacement services. Additionally, RASPs can include their own RMA and field support services to add value and meet the needs of their customers.

The RASP program is only available to partners that demonstrate a successful track record in selling Riverbed solutions and can also provide a high standard of 24x7 Level 1 and Level 2 operational support services.

Key Program Benefits

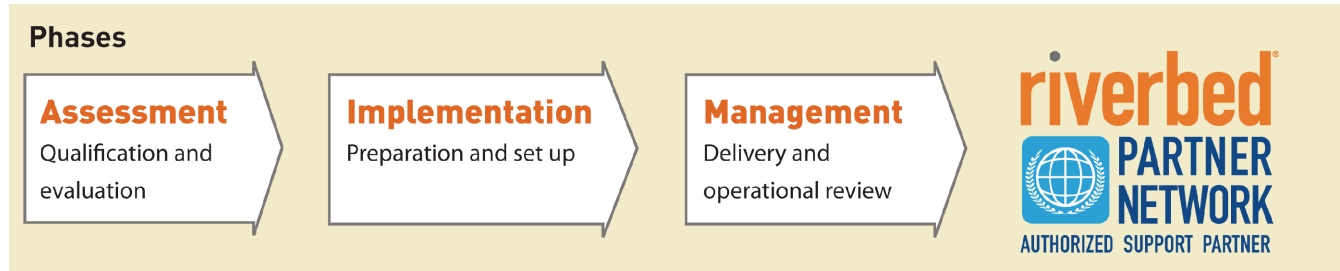
Program participants enjoy these benefits:

- The ability to provide a complete partner support solution for Riverbed products that maintains the partner's brand of support services, reviewed, approved, and backed up by Riverbed.
- Enhanced customer experience with a single point of contact for Riverbed issues.
- Recognition and differentiation in the marketplace, including the use of the RASP logo.
- Featured placement as an authorized support partner on the Riverbed corporate web site.
- Closer integration to the Riverbed support organization and greater access to Riverbed support resources.
- Direct access to technical support escalation engineers within Riverbed.
- Dedicated Riverbed Program Manager to coordinate the introduction and management of the service and to be the partner's interface to the Riverbed support organization for program interactions and concerns.
- Continuous revenue stream from support services, in addition to those offered for selling Riverbed support services.
- Discounted lab equipment, fully supported by Riverbed.
- RASP program members receive additional discounts on Riverbed support services

An authorized Level 1 and Level 2 support program that leverages a partner's existing support infrastructure and enables them to maximize their investment in Riverbed

RASP Process

Prospective RASP organizations step through three phases: assessment, implementation, and management. The process ensures a successful collaboration, carefully defining the requirements and process.



Assessment

The RASP program has established criteria to qualify a partner. During the assessment phase, Riverbed anticipates that the partner will thoroughly evaluate the program, its benefits, and the required investment. At the same time, Riverbed will conduct an extensive review of the partner's existing support infrastructure and capabilities to ensure the partner can maintain Riverbed's high level of customer satisfaction. This stage determines if the program is mutually beneficial to the partner and Riverbed, prior to committing to the program.

Implementation

If the partner meets the requirements, the Riverbed Program Manager creates an implementation plan, enabling both organizations to deliver support in the most efficient and effective manner.

During the implementation phase, the partner trains and certifies resources, creates a lab environment, and sets up their systems and processes. The Riverbed Program Manager works with each partner to facilitate the introduction and management of the service and ensure that Riverbed processes and systems are ready to support the new RASP.

Management

Once implemented, the RASP provides all Level 1 and Level 2 support for its customers, backed by Riverbed, and the Riverbed Program Manager will create an ongoing review and assessment strategy to ensure that both organizations meet the established performance metrics, deliver quality support, and achieve a high level of customer satisfaction.

For More Information

To apply for the RASP program or to get more information, please contact rasp@riverbed.com.

About Riverbed

Riverbed Technology is the IT infrastructure performance company. The Riverbed family of wide area network (WAN) optimization solutions liberates businesses from common IT constraints by increasing application performance, enabling consolidation, and providing enterprise-wide network and application visibility – all while eliminating the need to increase bandwidth, storage or servers. Thousands of companies with distributed operations use Riverbed to make their IT infrastructure faster, less expensive and more responsive. Additional information about Riverbed (NASDAQ: RVBD) is available at www.riverbed.com



Riverbed Technology, Inc.
199 Fremont Street
San Francisco, CA 94105
Tel: (415) 247-8800
www.riverbed.com

Riverbed Technology Ltd.
Farley Hall, London Rd., Level 2
Binfield
Bracknell, Berks RG42 4EU
Tel: +44 1344 354910

Riverbed Technology Pte. Ltd.
391A Orchard Road #22-06/10
Ngee Ann City Tower A
Singapore 238873
Tel: +65 6508-7400

Riverbed Technology K.K.
Shiba-Koen Plaza, Bldg. 9F
3-6-9, Shiba, Minato-ku
Tokyo, Japan 105-0014
Tel: +81 3 5419 1990