



riverbed®

WHY CHOOSE TENEO FOR RIVERBED?

Teneo was one of the first channel partners to engage with Riverbed in 2004.

That was when Steve Smoot, former SVP Technical Operations at Riverbed, brought the original SteelHead technology to our CTO to experiment with.

We've since gone on to serve over 450 Riverbed customers across the globe and have over 5000 Riverbed assets under maintenance through our offices in the UK, France, USA and Australia.

Our global presence allows us to offer a 24x7 Service Desk in a follow-the-sun operation, meaning we're available round the clock to handle your Riverbed queries.

And because we've been working with the technology for so long, we have a unique Riverbed knowledge base right across the Teneo business.

OUR CREDENTIALS

With over 20 Riverbed-accredited engineers, we have more Riverbed-certified engineers than an average Riverbed partner.

We hold Riverbed Elite Partner status, the highest level available, and specialise in Professional, Managed and 'as a Service' offerings for all Riverbed Digital Performance Platform

areas: SteelHead, SteelCentral, SteelConnect and SteelFusion with Riverbed Authorised Support Partner (RASP) status for each category available. Also a Riverbed Authorised Consulting Partner (RACP), we've been awarded Riverbed Partner of the Year for 7 years running, were Riverbed America's President's Choice for 2016-2017 and were Riverbed Authorised Support Partner of the Year for 2 years running.

WHAT DIFFERENCE DOES RASP STATUS MAKE?

Riverbed introduced the Authorised Support Partner (RASP) programme back in 2010 to extend their ability to provide customers with world-class support through a network of qualified partners.

Teneo and Riverbed have a shared desire to help customers to reduce the costs and time associated with managing their IT infrastructure by engaging with a single point of contact for all pre-sales and post-sales support inquiries.

When you invest in a RASP support contract, Teneo will demonstrate and provide a distinguished level of 1st and 2nd line support for the related Riverbed technology.

Our RASP qualification is stringently monitored by Riverbed. Through the Teneo Service Desk, support tickets are actively worked on around the clock and there's a rigorous escalation process if a resolution isn't timely.

CERTIFICATION FOR RASP

Not all Riverbed partners are able to offer RASP Support. To bring you our RASP Support benefits, Teneo adheres to the following Riverbed criteria:

- Minimum support ticket escalations to Riverbed. Our current escalation rate is less than 0.5%.
- Maintenance of the latest Riverbed Certified Solutions Associate (RCSA) and Riverbed Certified Solutions Professional (RCSP) certifications.
- Provision of a 24x7 support operation.
- Customer satisfaction reporting.

On a quarterly basis, Riverbed reviews us to ensure we're providing a good level of service. They also review the cases we've escalated to them to ensure we're escalating correctly.

BENEFITS OF TENEO RASP SUPPORT

HIGH SERVICE LEVELS

As a Specialist Integrator, we can provide you with a much more personal and more agile service. We care passionately about your experience and we place that at the centre of everything we do.

As you work with us, you'll get to know our engineers and be able to build up strategic relationships with them. They'll escalate technical issues to 3rd line support at Riverbed on your behalf and Riverbed will continue to provide you with RMA and hardware support in the same way. We also use the same Priority rating as Riverbed for support tickets (P1 to P4) to avoid confusion.

TENEO SUPPORT PORTAL

We use an automated support ticket system based on Zendesk and you can communicate with us via phone, email or directly through our online support portal.

You'll get updates on your support tickets via email and can always see the entire chain of events. You'll also be able to see past and open tickets that you and other colleagues in your organisation have raised.

Our online support portal includes a forum for technical updates and best practice so you can continue to improve your knowledge of Riverbed technology. And because we'll have extra visibility of your support tickets, we can stay proactive about ticket resolution and provide you with the most suitable level of support and other recommendations at renewal time.

24x7 SERVICE DESK

Like Riverbed, we run a true 24x7x365 Service Desk. Through our teams in the UK, USA and Australia, we handle over 10,000 support tickets per year. You'll get a single 24x7 support number to call and we'll route your enquiry to the office that's open. We'll also transfer tickets between time zones, which means we can continue working on them "overnight". Our average response time across all priority level tickets combined is 36 minutes.

CUSTOMER SATISFACTION

At the closure of each support ticket, we'll send you an automated, one-question survey asking "Were you satisfied with the support you received". We'll ask you to simply click the "Good" or "Bad" response option and you can leave a comment if you want.

Our CSAT (Customer Satisfaction) ratings are over 99%. We genuinely ask for honest feedback and investigate every "Bad" rating to establish what we can do to make you happy and what we can change to make sure the issue doesn't reoccur.

ACCESS TO OUR PROFESSIONAL AND MANAGED SERVICES

Our RASP Support provides fixes to problems, helps to answer your questions and replaces your hardware. It doesn't include Professional Services or Training to undertake and implement the fixes we've provided. But we absolutely can do that for you via a paid Professional Services or Training engagement, or indeed provide you with a paid upgrade to our fully Managed Service. The benefit is that we'll already know exactly what issue needs to be resolved so we can get to work in helping you implement a fix straight away.

RIVERBED ROADMAP SESSIONS

To keep you up to date with developments in Riverbed's technology and to ensure your Return on Investment remains high, we can help you to arrange a Riverbed roadmap session. We'd typically recommend a Riverbed roadmap session at least every 12 months. Please let us know if you haven't had one within this timescale.

RIVERBED HEALTH CHECKS

So that your organisation continues to receive optimum value from your Riverbed deployments, we recommend frequent technology Health Checks.

These range from 4-hour remote engagements to 48-hour, more in depth Professional Audits. Our report conclusions always include our recommendation for any subsequent Professional Service work we feel could help you.

Please speak to your Teneo Renewals Manager or Strategic Account Manager for more information.

UK

Teneo Ltd
20/21 Theale Lakes Business Park
Moulden Way Sulhamstead
RG7 4GB

T: +44 118 983 8600
F: +44 118 983 8633

France

Teneo France S.A.S.
65 Rue Des Trois Fontanot
92000 NANTERRE

T: +33 1 55 51 30 38

USA

Teneo Inc.
44330 Mercure Circle
Suite 260
Dulles
VA 20166

T: +1 703 212 3220
F: +1 703 996 1118

Australia

Teneo Australia Pty Ltd, Level
20, Tower 2 Darling Park
201 Sussex Street
Sydney, NSW 2000

T: +61 2 8038 5021
F: +61 2 9012 0683

Contact details

W. www.teneo.net
E. info@teneo.net