



Riverbed Support Services Offering

Summary

Riverbed named RKON as one of only four technology integrators in North America to provide high-value support services to Riverbed customers through their Riverbed Authorized Support Partner (RASP) program. With the RASP designation, you can be assured that RKON is qualified to manage and support all of your Riverbed needs.

RKON's Riverbed Support Services allow your company to quickly reach a qualified, level-three engineer to address your support questions. With unlimited support calls, we encourage our customers to leverage us proactively before making changes in order to eliminate potential problems and reduce downtime.

Overview

Expert Advice. Our engineers will advise on deployment options, optimal configuration settings, and ongoing optimization tuning.

Knowledgeable Support Desk. Our experienced support desk is ready to help answer any questions you may have.

Quarterly System Assessments. Our certified engineers gather historical data from your Riverbed deployments on a quarterly basis and generate a detailed report with recommendations on how to improve the performance of your Riverbed network.

RKON assessments will cover:

- Connection rates and overall connection count
- Health of datastore
- Asymmetrical routing issues
- Recommendations for RSP apps
- Appliance type, location, and software version
- Types of running applications
- Configuration backup schedule
- Logging levels and errors
- Speed and Duplex settings
- Reporting on reduction detail

Unlimited Support Calls. You can call us with any questions, ideas, or concerns.

Flexibility. RKON understands that each customer has unique requirements and needs and we meet those needs with flexible reporting, SLAs, and coverage.

Hardware Maintenance. Any maintenance is included and provided by Riverbed based on the level of Riverbed maintenance contract you purchased.

Riverbed Knowledgebase Access. Unlimited access the online Riverbed support and knowledgebase online to explore and learn at your convenience.

No Language Barriers. RKON is experienced with issues concerning language barriers.

Why RKON

At RKON Technologies, we care about providing our clients with world-class IT services, support, and long-term relationships.

We strive to provide superior client satisfaction while offering support to architect, implement, and support technology solutions that are secure, scalable, and highly available—on site or in the cloud.

RKON Riverbed Support

GOLD

- Unlimited phone calls to support desk
- Monthly reports
- Custom Monitoring
- Quarterly Assessments
- System Maintenance
- Change Control
- 24*7*365 management
- Next business day replacement of failed Riverbed product

PLATINUM

- Unlimited phone calls to support desk
- Monthly reports
- Custom Monitoring
- Quarterly Assessments
- System Maintenance
- Change Control
- 24*7*365 management
- 4-hour on-site replacement of failed Riverbed product

CONTACT RKON

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