



Press Release

J.D. Power and Associates Reports: Riverbed Technology Recognized for Excellence in Certified Technology Service and Support Program

WESTLAKE VILLAGE, Calif.: 12 June 2012 — For the second consecutive year, Riverbed Technology has achieved certification under the J.D. Power and Associates Certified Technology Service and Support ProgramSM. This distinction recognizes Riverbed® for delivering “An Outstanding Customer Service Experience” to customers globally.

Jointly developed by J.D. Power and Associates and the Technology Services Industry Association (TSIA), the program evaluates overall customer satisfaction and helps technology support organizations increase their efficiency and effectiveness in technical service and support. The certification also helps businesses identify those companies that have demonstrated service and support excellence before selecting which technology products to purchase.

“The path to sustainable growth for an organization begins with a satisfied customer base. By passing rigorous program standards that tie structure, process and application, Riverbed clearly demonstrates the ability to deliver the highest level of service and support to its customers for the second year in a row,” said Ritesh Kochhar, senior manager of the Certified Technology Service and Support Program at J.D. Power and Associates. “Customer interactions with technical service and support can have a deep and lasting impact on overall customer experience with the brand and drive increased loyalty.”

“Riverbed clearly recognizes the importance of offering world-class technical support to their customers,” said Joanne Weigel, senior director of certification programs at TSIA. “Customers can count on Riverbed to have the people, processes and technology in place necessary to provide quality support.”

To achieve certification, an organization must attain customer satisfaction scores among the top 20 percent of companies nationwide offering technology support, based on J.D. Power and Associates’ extensive technology industry benchmark customer satisfaction research. The organization must also pass a detailed audit of its support policies and procedures. Certification is valid for one year.

J.D. Power and Associates evaluated Riverbed on its assisted service over the phone, as well as its email-based support, its non-assisted website-based support, as well as depot support. For the certification, J.D. Power and Associates conducted a survey of Riverbed’s global customer base to establish an overall customer satisfaction index score and conducted onsite audits at Riverbed facilities.

“This recognition reflects our dedication to an exceptional service and support experience,” said Scott Downie, senior vice president of worldwide support at Riverbed. “The entire Riverbed organization is focused on the customer, and we believe this philosophy has been critical to our success in building long lasting client relationships. We continually strive to find innovative methods to provide fast, effective and value-added support that make our customers successful within their own organizations.”

J.D. Power and Associates and TSIA are currently evaluating technology service and support organizations across the industry to determine if they are eligible for certification.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, Web intelligence and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit [JDPower.com](#). J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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About TSIA

The Technology Services Industry Association (TSIA) is the world's leading organization dedicated to advancing the business of technology services. Technology services organizations large and small look to TSIA for world-class business frameworks, best practices based on real-world results, detailed performance benchmarking, exceptional peer networking opportunities, and high-profile certification and awards programs. TSIA corporate members represent the world's top technology companies as well as scores of innovative small and midsize businesses in four major markets: enterprise IT & telecom, consumer technology, healthcare & healthcare IT, and industrial equipment & technology. www.tsia.com

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(Page 2 of 2)