rubrik

Rubrik Enterprise Add-On Support Program
World-Class Support Committed to Your Success

OVERVIEW

Rubrik Enterprise Add-On Support Program is our most comprehensive support offering designed to help large enterprises further augment their IT organization and extract maximum value from their Rubrik solution. The program offers an Assigned Support Engineer (ASE) who will work closely with your IT team to predict, identify and address potential technical problems. The ASE acts as a single point of contact for your organization and is committed to providing undivided support to your Rubrik features and functionality. The offering is coupled with a Customer Experience Manager (CEM), who will manage any support issues and accelerate problem management for your Rubrik implementation. Along with access to industry-leading tools, our top-class professionals guarantee seamless serviceoptimized support tailored to your unique mission-critical environment, allowing your organization to derive the most value from your Rubrik solution.

84
NPS Score
Product + Support

98%
CSAT Score

NorthFace ScoreBoard Award
Awarded based on real customer feedback in 2016, 2017, 2018, 2019, and 2020.

Association of Support Professionals
Top 10 best web support sites in 2017 and 2019.

CEMPRO
100% of support team certified by CEMPRO.

ASSIGNED SUPPORT ENGINEER (ASE)

The ASE serves as a primary remote contact for your organization to address technical issues and minimize the impact of any disruptions to your mission critical environment. ASE benefits include:

- **Experienced, focused technical support:** As your personalized remote technical representative, the ASE will maintain an in-depth understanding of your unique IT environment and closely integrate with your operations team.

- **Improved system availability:** The ASE will proactively assist with software updates and upgrades to enhance system availability.

- **Maximized uptime and rapid support escalation for complex issues:** By closely monitoring technical issues and immediately providing a direct path to escalation when needed, the ASE can help significantly reduce resolution time.

- **Sharing of best practices:** Through engaging with your operations team to impart best practices in managing the Rubrik solution, the ASE can help improve your organization's ROI and decrease probability of future outages.

CUSTOMER EXPERIENCE MANAGER (CEM)

Backed by a team of experienced support professionals, the CEM will conduct comprehensive quarterly business reviews on your environment. Along with thorough health checks, the reviews will provide in-depth analysis of your organization's performance trends and help identify areas where functionality can be further optimized. CEM benefits include:

- **Trusted business partnership:** With an advanced understanding of your Rubrik environment, the CEM brings indepth product knowledge and a proactive approach to continuously help your organization optimize technology deployment and realize Rubrik advantages.

- **Effective operational risk management:** As a cross-functional advisor, the CEM will spearhead issue management and promptly escalate issues to resolution by coordinating with Rubrik's product experts, engineering and support teams.

- **Improved operations and returns:** Through facilitating weekly scheduled calls and product roadmap sessions, the CEM will work with your IT team to improve your TCO, maximize your returns and keep your environment aligned with shifting data management needs.

- **Enhanced business and support planning:** The CEM will develop and recommend strategies for scaling and ROI maximization during quarterly business reviews, and will proactively monitor performance and facilitate business planning through continuous evaluation of business metrics.

SCOPE

The ASE and CEM will operate remotely during local business hours. If your primary ASE and/or CEM are unavailable after hours, all issues will be directly assigned to a senior support team. On-site assistance can be arranged upon request.

ADDITIONAL INFORMATION

For more information on how Rubrik Enterprise Add-On Support can help accelerate your environment, please contact your Rubrik representative.

DON'T BACKUP. GO FORWARD.

Want to see more? Contact inquiries@rubrik.com for a 15-minute demo. Visit www.rubrik.com and follow @rubrikInc on Twitter.