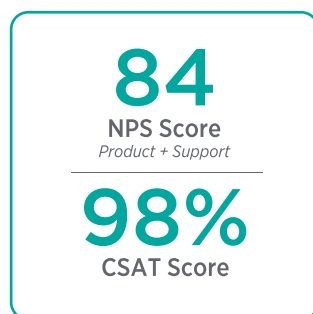# Rubrik Proactive Add-On Support Program

## World-Class Support Committed to Your Success

## OVERVIEW

Rubrik Proactive Add-On Support Program delivers an enhanced customer experience through proactively monitoring and addressing potential challenges in your mission critical environment. Combined with 24 x 7 access to Rubrik's global support team, Proactive Add-On Support offers a Customer Experience Manager (CEM) and Assigned Support Engineer (ASE) as single points of contact for your IT organization.

In addition to managing support issues and accelerating problem management for your Rubrik implementation, the CEM will also help closely monitor performance trends and deliver recommendations for optimizing data management in your environment. This offering is coupled with an ASE, who will maintain an advanced understanding of your technical environment. The CEM and ASE will not only ensure that you are fully leveraging all the capabilities of Rubrik software, but will also collaborate closely with your IT team to preemptively detect underlying issues.

## 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.

## 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.

## 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.

## SCOPE

The CEM and ASE will operate remotely during local business hours. If your primary CEM and/or ASE are unavailable after hours, your issues will be routed to our 24 x 7 standard global support.

## ADDITIONAL INFORMATION

For more information on how Rubrik Proactive 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.

**rubrik**

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