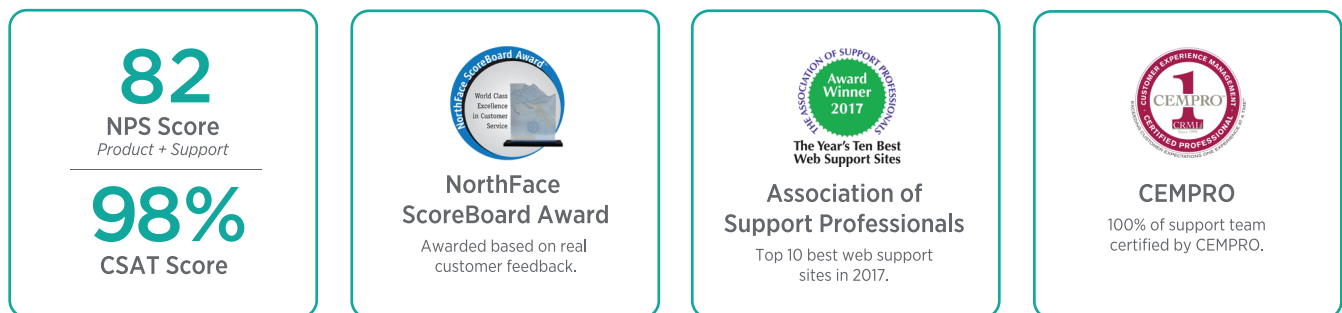


Rubrik Dedicated Add-On Support Program

World-Class Support Committed to Your Success

OVERVIEW

Rubrik Dedicated 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 a Dedicated Support Engineer (DSE) who will work closely with your IT team to predict, identify and address potential technical problems. The DSE 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 service-optimized support tailored to your unique mission-critical environment, allowing your organization to derive the most value from your Rubrik solution.



DEDICATED SUPPORT ENGINEER (DSE)

The DSE brings in-depth product knowledge and acts as an extension of your operations team. DSE benefits include:

- **Proactive technical guidance:** The DSE will fully integrate with your IT environment and drastically reduce time to resolution. The DSE will also impart best practices in managing the Rubrik solution to decrease the likelihood of future outages.
- **Enhanced technical risk management:** In addition to devoting full attention to expediting resolution of technical issues alongside your IT team, the DSE will preemptively identify potential problems and address them before they become critical issues.
- **Maximization of ROI:** The DSE will help optimize cluster configurations in order to minimize the impact of issues on your mission critical workloads on the Rubrik system, leading to improved capacity utilization and ROI.
- **Regular technical reviews and recommendations:** As an expert who understands your IT needs, the DSE will deliver regular analysis on technical performance as well as provide recommendations on how to integrate upcoming releases and software upgrades to further improve operational efficiency.

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 in-depth 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 DSE and CEM will operate remotely during local business hours. If your primary DSE 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 Dedicated 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](https://twitter.com/rubrikInc) on Twitter.



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Rubrik delivers instant application availability to hybrid cloud enterprises for recovery, search, cloud, and development. By using the market-leading Cloud Data Management platform to provide instant access with self-service, customers mobilize applications, automate protection policies, recover from Ransomware, search and analyze application data at scale on one platform. From days to seconds.

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