

J.D. Power Reports:

Riverbed Technology Recognized Again for Excellence in Certified Technology Service and Support Program

WESTLAKE VILLAGE, Calif.: 24 September 2013 — For a third consecutive year, Riverbed Technology has achieved certification under the J.D. Power Certified Technology Service and Support Program.SM This distinction recognizes Riverbed for delivering “An Outstanding Customer Service Experience” to customers globally.

Jointly developed by J.D. Power 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.

“Riverbed’s customers have once again voiced their opinion of the company as a top-tier, customer-focused organization. By passing this rigorous certification program for the third consecutive year, Riverbed has demonstrated sustained levels of high performance year over year” said Ritesh Kochhar, senior manager of the Certified Technology Service and Support Program at J.D. Power. “The true mark of a world-class organization is its capacity to sustain excellence over time.”

“Riverbed has, for the third consecutive year, demonstrated world-class customer satisfaction and technical support operational excellence,” said Thomas W. Pridham, senior vice president and general manager of TSIA's Operational Best Practice and Certification programs. “Customers can rely on Riverbed for the people, processes and technology that are critical to the delivery of high quality support. The Riverbed technical support team should be very proud of their 2013 Certified Technology Services and Support certification recognition from J.D. Power.”

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

“Riverbed’s dedication to delivering a consistent, world-class support experience to our customers is reflected in these awards,” said Scott Downie, senior vice president of worldwide support at Riverbed. “Our philosophy is to focus on what is most important to the customer, and this companywide culture has enabled us to build the strong, lasting relationships we have with our customers. As we grow and scale our organization, we continue look for innovative ways to provide the fast and efficient services that make our customers successful within their own organizations.”

J.D. Power 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

J.D. Power is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. Headquartered in Westlake Village, Calif., J.D. Power has offices in North/South America, Europe and Asia Pacific. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit JDPower.com. J.D. Power is a business unit of McGraw Hill Financial.

About McGraw Hill Financial

McGraw Hill Financial (NYSE: MHFI) is a leading financial intelligence company providing the global capital and commodity markets with independent benchmarks, credit ratings, portfolio and enterprise risk solutions, and analytics. The Company's iconic brands include: Standard & Poor's Ratings Services, S&P Capital IQ, S&P Dow Jones Indices, Platts, CRISIL, J.D. Power, and McGraw Hill Construction. The Company has approximately 17,000 employees in 27 countries. Additional information is available at www.mhfi.com

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. TSIA's editorial blog, [Inside Technology Services](http://InsideTechnologyServices.com), is widely recognized by technology service professionals for providing thought leadership and insights into industry trends and best practices. Visit us at www.tsia.com, follow us on Twitter [@TSIACommunity](https://twitter.com/TSIACommunity), or like us on [Facebook](https://www.facebook.com/TSIACommunity).

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