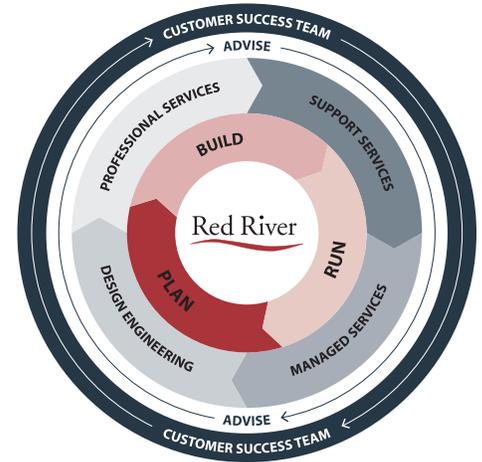


YOUR SUCCESS IS OUR MISSION.

From pre-project discovery to adoption and evaluation, ensuring your success is more than a service — it's our mission.

Our Customer Success Team allows customers to unleash the full power of Red River. Our team is dedicated to driving greater user adoption, business value and overall satisfaction. Let us maximize your experience with Red River so you get the most from your technology investments.



CONSISTENT, QUALITY SUPPORT

Technology solutions are complex, requiring different groups to be engaged at different points. Our Customer Success Team is involved throughout the lifecycle – and from one project to the next, sharing information between groups. That means you always get the expertise you need when you need it.

Our Customer Success Managers (CSMs) are highly experienced and trusted advisors, here to maximize your time and resources. We collaborate with our talented account executives, project managers and technical leads to:

- Understand your business needs and definitions of success
- Facilitate communication to ensure continuity of service
- Cultivate a long-term, holistic view of your experience with Red River

ALWAYS ON THE PULSE

Your project managers, inside account managers and account executives are focused on the job at hand – guiding you through the pre-sales process, managing the budget and timeline, coordinating all the players for project delivery. They will remain key points of contact and essential to each transaction you have with Red River – but if you have multiple projects moving at once, it can be tough to keep track of it all.

Our CSMs are committed to guiding you through each and every step. We work with customers on an ongoing basis to review progress, assess solution adoption and monitor success metrics. We'll provide a comprehensive view of our relationship – previous engagements, new ones, sticking points and future plans. Because we invest the time to learn about your organization, we're able to act as your advocate within Red River to ensure your needs are always met.

Our CSMs take a proactive relationship management stance with our customers, so they can identify risks, flag critical items and create resolution plans. When a critical situation arises, our Customer Success Team will review your issue, providing fresh perspective. Keeping your larger business goals in mind, we'll work with you and the rest of the Red River team to manage the issue and get you back on track.

Since the early days of Red River, our customers have always been at the core of what we do. We'll help you make the most out of your experience with Red River by addressing your needs, keeping you on track and moving your business forward.

Red River's Customer Success Team supports our customers, helping to:

- Achieve business value
- Ensure successful onboarding and adoption
- Deliver proactive lifecycle management
- Provide customer advocacy to all of Red River

Red River at a Glance

- Founded in 1995
- Privately-Held
- ISO 9001:2015 Certified
- SOC 2 Type 1 certified
- Corporate Headquarters in Claremont, NH
- Federal Office in Reston, VA
- Innovation Center in Austin, TX
- Enterprise Application Division in Sacramento, CA



About Red River

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing more than 20 years of experience and mission-critical expertise in security, networking, analytics, collaboration, mobility and cloud solutions. Learn more at redriver.com.

LEARN MORE

For more information please call 800.769.3060 or visit redriver.com

Follow us on Twitter: [@ThinkRed](https://twitter.com/ThinkRed)

TRUST RED RIVER

Red River provides a wide array of capabilities and cutting-edge technology solutions designed to solve current challenges, optimize asset availability and help you make meaningful technology investments that align with your top strategic goals. Red River delivers ongoing technology consulting, maintenance and support to ensure optimal success through an array of unique service offerings, including integrated Managed, Professional and Support Services. Whether you need help answering simple end-user inquiries with our 24x7x365 Network Operations Center, need to develop a path to the cloud, or implement new network security protocols, our certified experts are available to help.

OUR TEAM

Red River employees are highly trained, efficient and ethical professionals who take pride, ownership and responsibility in all engagements with customers and partners. Our team takes the time to understand the unique business challenges facing our customers, and work closely with you to optimize your current infrastructure, leverage new technology, facilitate compliance and maximize your return on investment as we build and deploy new solutions. By working in unison with our manufacturer, service and distribution partners, we deliver quality projects to our customers within time, scope and budget expectations.

OUR APPROACH

Our Customer Success Team supports you throughout the entire plan - build - run continuum, fully integrated with our services professionals. Whether you're collaborating with our Professional Services team to engineer and design a custom solution, you need to integrate new hardware or you're leveraging the power of our 24x7x365 Network Operation Center, we've got you covered.

RED RIVER

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