



The Riverbed Steelhead Healthcheck Service is the first-line of maintaining your Riverbed Steelhead solution post-deployment.

Our customers benefit from the proactive nature of the Steelhead Healthcheck Service, gaining insight into their Riverbed wide-area data services infrastructure.

Riverbed® Steelhead® Healthcheck Service

Get the Most from Your Steelhead Deployment!

The Riverbed Steelhead Healthcheck Service is a Riverbed Professional Services offering which provides a proactive review of the performance of your Riverbed Steelhead infrastructure. The Healthcheck Service leverages Riverbed Best Practices and the vast experience of our Senior Consultants to diagnose the health of your Steelhead deployment and make recommendations aligned with your WAN optimization requirements.

This service can be executed one time or in regular intervals as a part of a holistic Healthcheck Program, allowing for performance trending, predictive analysis and relevant reporting.

Benefits

- Maintain the health of your current Riverbed Steelhead infrastructure
- Identify potential issues and capitalize by resolving them proactively
- Determine the most appropriate method to add new projects, applications, or traffic to your existing Riverbed Steelhead infrastructure

Components of the Healthcheck Service

Diagnostic Review

- Review the Steelhead infrastructure in order to investigate unhealthy units or anomalies
 - Unhealthy Riverbed units will be reported to customer and Riverbed Support
 - Execute proprietary diagnostic commands and review the Steelhead logs in order to provide a comprehensive list of unexpected log messages and perceived anomalies

Issue Analysis and Specific Data Collection

- Aggregate and investigate specific alerts or issues arising from the customer's Steelhead environment
 - The RPS Consultant will work with the Professional Services, Engineering and Support organizations to research alert and issue knowledgebase (if necessary)

Enhancement

- Identify opportunities to enhance performance or acceleration within the existing Steelhead infrastructure
 - Enhancement opportunities could include configuration or architecture design changes

Deliverables

- Onsite Riverbed Senior Consultant to perform an analysis of your Riverbed Steelhead infrastructure. This can be a one time visit or serve as a baseline for measuring results during subsequent visits

- A customized operational knowledge transfer session for designated customer personnel managing the Riverbed solution¹
- Add-on service options to the Riverbed Healthcheck Service (for an additional fee) include:
 - Application Assessment Service

Scope

- The basic Steelhead Healthcheck Service package provides for onsite environmental analysis, Steelhead diagnostic review, and Healthcheck report development for up to ten (10) Steelheads
- Healthcheck Service packages for up to fifty (50), one hundred (100), and two hundred (200) Steelheads are also available
- The Steelhead Healthcheck service does not replace Riverbed Training services or other Riverbed Professional Services programs. Riverbed training classes have pre-defined, broadly-scoped agendas
- The Steelhead Healthcheck service does not include the remediation of issues, or potential issues, discovered during the analysis

For More Information

To find out more about Riverbed's Steelhead Healthcheck Service or any other Riverbed Professional Services offerings please send your request to proserve@riverbed.com.

About Riverbed

Riverbed Technology is the IT infrastructure performance company. The Riverbed family of wide area network (WAN) optimization solutions liberates businesses from common IT constraints by increasing application performance, enabling consolidation, and providing enterprise-wide network and application visibility – all while eliminating the need to increase bandwidth, storage or servers. Thousands of companies with distributed operations use Riverbed to make their IT infrastructure faster, less expensive and more responsive. Additional information about Riverbed (NASDAQ: RVBD) is available at www.riverbed.com



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¹ Designated customer personnel must be available during the onsite visit.