

# SteelCentral NetIM Trade-Up Program

## Program details for existing SteelCentral NetCollector customers

The SteelCentral NetIM Trade-Up Program is designed to help existing NetCollector customers upgrade to NetIM, Riverbed's new IT Infrastructure Management solution. The program credits NetCollector customers for their existing investment and provides a free NetIM base license.

In December 2016, Riverbed introduced SteelCentral NetIM. This solution rationalizes a number of previous solutions in the Network Performance and Configuration Management (NPCM) solution set. The new trade-up program was designed to facilitate the upgrade to and adoption of this nascent solution.

### Business Challenge

As much as 38% of all IT professionals identify problems in network configurations as a root cause for their last major outage and server problems account for an additional 38%<sup>1</sup>; however, most organizations "have five or more tools monitoring their IT infrastructure."<sup>2</sup> These multiple IT Infrastructure Monitoring (ITIM) tools create challenges in an increasingly dynamic infrastructure environment. Infrastructure teams have difficulty managing proactively while performance blind spots make troubleshooting problems difficult and time consuming.

### About NetIM

SteelCentral NetIM is a holistic solution for discovering, modeling, monitoring and troubleshooting your infrastructure. It enables companies to capture infrastructure topology, detect performance and configuration issues, map application network paths, diagram your network, and troubleshoot infrastructure problems. As an integrated component of the SteelCentral platform, customers are able to manage infrastructure issues in the context of overall, blended performance management.

### Trade-Up from NetCollector

SteelCentral NetIM combines the capabilities of two Riverbed infrastructure management solutions: SteelCentral NetCollector and SteelCentral NetSensor.

For existing NetCollector customers, NetIM delivers the best of NetCollector's feature set and adds NetSensor capabilities that were not previously available in NetCollector. With trade-up to the base license (NetIMBase), NetCollector customers get:

- New modern, mobile-friendly user interface
- New operator home page and search manager
- Synthetic testing capabilities
- Windows Management Instrumentation (WMI) monitoring
- New events collection and persistence

With paid upgrade to the enhanced feature module (NetIMStd), NetCollector customers get:

- New Real-time stateful topology with information overlays
- New at-a-glance insights and curated views to provide drilldown details into site, group, device, and interface information
- Metrics navigator to provide in-depth visibility and troubleshooting into the performance issues that allows users to mix and match different metrics from different devices in a single view and compare them

## NetIM Licensing

There are three (3) main NetIM SKUs: NetIMBase, NetIMCollect and NetIMStd. The difference between these are described below.

**NetIMBase** represents the NetIM's base collection engine. This foundational element enables companies to collect and capture raw information from their infrastructure leveraging a variety of techniques and industry protocols; including, SNMP, WMI, Configuration file capture and synthetic testing.

**NetIMCollect** represents NetIM's polling and data collection capacity. Customers choose between four tiers based on the number of supported devices. This SKU also represents the base capabilities associated with that collection: discovery, polling, config file collection, data aggregation and the user interface to configure the collection, etc....

**NetIMStd** represents the advanced operational features of NetIM. It expands triage and trouble-shooting capabilities for IT Ops, including real-time Topology, curated views and insights, and metric browsing.

## Trade-Up Guidelines

An existing NetCollector or NetSensor customer will be entitled to the "NetIMBase" SKU. In addition, the customer must choose from one of the collection module SKUs:<sup>3</sup>

- NetIMCollect-S (for up to 1000 devices)
- NetIMCollect-M (for up to 3000 devices)
- NetIMCollect-H (for up to 5000 devices)
- NetIMCollect-VH (for up to 10000 devices)
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## Trade-Up Entitlement

Trade Up From:	Trade Up To:	List Price	Loyalty Credit
NetCollector (NETCBASE)	NetIM Base License (NetIMBase)	\$5,000	\$5,000
NetCollector (NETCBASE)	Choice of NetIM Collection License: <sup>3</sup>		
	Small (NETIMCOLLECT-S)	\$25,000	\$25,000
	Medium (NETIMCOLLECT-M)	\$50,000	\$50,000
	High (NETIMCOLLECT-H)	\$85,000	\$85,000
	Very High (NETIMCOLLECT-VH)	\$155,000	\$155,000

## Add-On Modules

Optional Add-On	List Price	Loyalty Credit
NetIM Feature Module (NetIMStd)	\$35,000	\$0

[GET STARTED](#) with your NetIM Trade Up now!

<sup>1</sup> Managing Networks in the Age of Cloud, SDN, and Big Data: Network Management Megatrends 2016," EMA, p. 46

<sup>2</sup> Market Guide for IT Infrastructure Monitoring Tools," 09 May 2016,

ID: G00296324

<sup>3</sup> Note that the customer may select any collection module but is responsible for associated maintenance and support moving forward.

## About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 26,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at [Riverbed.com/SteelCentral](http://Riverbed.com/SteelCentral).

