Rapidly Diagnose Issues to Restore Performance

Quickly diagnose Microsoft cloud application performance

Users expect instant access and a consistent experience with their Microsoft cloud-based services (Teams, Exchange, OneDrive, SharePoint) and Office applications (including Outlook, Word, Excel, and PowerPoint). However, performance problems will inevitably disrupt application availability and functionality from time to time, leading to lost revenue, damaged brand reputation and increased management costs. Cloud-based applications have added complexity in determining where the actual issues are, making performance diagnostic more complicated and delaying problem resolution.

Mitigate the impact of issues as they arise with the Microsoft Application Performance Diagnostic Service from Riverbed Professional Services (RPS). Using Riverbed® network performance management tools and proven methodologies, RPS will identify potential causes of cloud-based application issues and provide recommendations that may improve application performance.

RPS will gather applicable detailed performance information about the network, the cloud, the application servers hosted in the cloud, and the end user using available data sources to rapidly quantify and isolate bottlenecks.

Once those bottlenecks are discovered, deeper analysis is performed to determine potential causes including, but not limited to, bandwidth-related delay, packet loss, application chattiness and latency delay, TCP receive windows, browser delays, server delays, database performance issues and poorly performing application code.

Engage RPS for the Microsoft Application Performance Diagnostic Service to achieve the following outcomes:

- Reduced mean time to resolution
- Highly granular visibility into application performance issues
- Action plan to help prevent performance problems from recurring

Key Service Benefits

- Leverages Riverbed solutions and experienced consultants to quickly triage application performance issues
- Delivers a performance assessment at the network, user, and protocol level
- Provides expert recommendations to improve end-to-end application response time
- Helps reduce downtime, disruption, and cost associated with performance issues

Scope

The Microsoft Application Performance Diagnostic Service is delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. The service is expected to be completed within three months of purchase.

This service does not include any Riverbed products. All Riverbed products or product usage, as applicable, must be purchased separately. Riverbed products the customer currently owns may be used; otherwise, RPS will provide Riverbed products provided the customer purchases the applicable product usage add-on services.

Invoicing and Pricing

- For pricing information, please contact your Riverbed Professional Services sales representative or send your inquiry to proserve@riverbed.com.

- If you are purchasing directly from Riverbed, additional terms and conditions applicable to invoicing and payments apply. If you are purchasing through an authorized Riverbed channel partner, please contact your channel partner representative.

- The Riverbed Microsoft Application Performance Diagnostic Service is subject to the applicable terms and conditions available at https://www.riverbed.com/servicesterms (**Agreement**). If there is a separate mutually signed agreement between customer and Riverbed expressly covering the Microsoft Application Performance Diagnostic Service, then the express terms of that agreement will govern, provided however, in the event of a conflict between the Agreement and any existing agreement, the terms of the Agreement will control.

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