Rapidly Improve IT Operational and Business Performance ROI

IT organization challenges have been the same for the past 20+ years. Such challenges include a shortage of personnel with the skillsets to make significant technical or business impacts and stagnant or shrinking budgets. So what is different now?

- Acceleration of technology changes
- Need for increased business agility
- Demand for business value contributions
- Enhanced IT organization productivity

These factors and others have placed increased pressure on your IT organization to deliver service levels that maintain or enhance your company's competitive advantage.

Many IT organizations lack the proper instrumentation and visibility within your network, which often results in the following service and performance affecting issues:

- Increased reactive troubleshooting cases and escalating Mean Time to Repair (MTTR)
- Little to no operational process implementation or improvement initiatives, e.g. IT Service Management (ITSM or ITIL) framework adoption
- Lack of comprehensive analysis and diagnostics skills required to support large, complex, or next generation technology solutions
- Limited ability to increase the IT organization's performance management maturity level

To address these issues, **Riverbed®** has developed the Annual **Performance Consultant Service** (**Service**), delivered by Riverbed Professional Services (RPS). RPS consultants have extensive expertise with end user experience, network and application performance management, cloud and edge networking, and application acceleration in large-scale, complex networks across all major industries.

The Service is designed to increase your IT organization's business impact and improve operational performance and efficiency, resulting in reduced service interruptions, an enhanced end user experience and measurable business level improvements. The Service also provides comprehensive digital experience knowledge transfer to increase your IT organization's performance management, business analytics, and troubleshooting skills for improved operational execution and increased business impact.

The Service addresses a broad range of IT requirements and gaps to help ensure business-critical issues are resolved and mitigated. The scope of the Service capabilities and focus areas include:

- Riverbed digital experience solution architecture, implementation, maintenance, and expansion
- ITSM process integration and workflow optimization
- Performance baselines and analysis of Customer identified business critical applications
- Increasing IT organization digital experience and performance management maturity and impact through comprehensive knowledge transfer
- Data analytics and process integration of Digital Transformation and strategic business initiatives
- Monthly and Quarterly Business Review (QBR) insights and status reporting on operational and strategic performance, optimization, and efficiency

Maintaining your competitive advantage, attracting and retaining top talent, and improving end user experience requires an IT organization that meets the service demands of an ever-changing world. The Service can help your company realize the technical and business benefits and positive impacts that the Service has provided for many Fortune 500 companies across all industries.

Enable the IT Organization Performance Your Business Needs

To help ensure operational and business alignment, the Service coordinates with your IT organization and business management to identify technical and business priorities and objectives. Based on agreed-upon technical and business priorities, the Service architects, designs, and implements the appropriate solutions. Monthly and quarterly reporting provides well-defined lines of communication and streams of actionable information related to business priorities, overall performance and trends, and knowledge transfer to your IT organization, enabling appropriate actions to be taken to mitigate or resolve issues prior to serious business impact.

Elevate Your IT Organization's Impact: Focused Performance Management Maturity

Your IT organization's operational and business impact is directly related to its ability to influence decisions and drive operational and business performance improvement. Elevating your IT organization's impact requires comprehensive performance management visibility and maturity to efficiently execute the complex analytics required to drive operational improvements and technology innovation that are aligned with your desired business outcomes. Performance management maturity addresses all aspects of operational and strategic business effectiveness, efficiency, and execution. The Service can help your IT organization improve their performance management maturity across all aspects, when periodic performance management maturity assessments are performed and best practices are implemented.
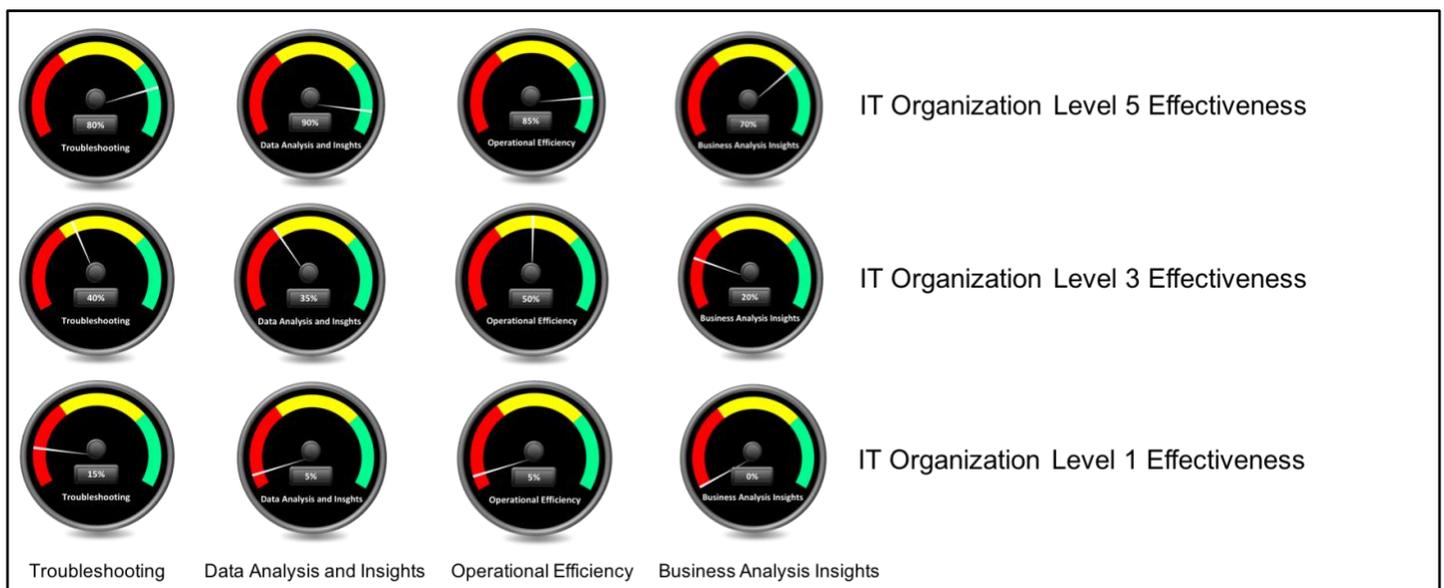

Figure 1: Performance Management Maturity Scale

To compete in today's digital economy your IT organization needs to enable speed, agility, operational efficiency and business intelligence. Below are examples of the impact your IT organization can expect with each level of maturity, as shown in Figure 1:

- **Level 1 -** Low operational impact, no performance management visibility, no business intelligence impact
- **Level 2** - Low operational impact, low performance management visibility, no business intelligence impact
- **Level 3** - Moderate operational impact, moderate performance management visibility, low business intelligence impact
- **Level 4** - High operational impact, high performance management visibility, moderate business intelligence impact
- **Level 5** - High operational impact, high performance management visibility, high business intelligence impact

Service Overview

The Service provides a flexible approach to address Customer requirements for Riverbed solution architecture, design, planning, implementation, and operation. RPS experts follow proven best practices to deliver the outcomes provided by the Service. The Service also provides insights and recommendations to increase operational effectiveness and business value through advanced analysis of the vast amounts of data provided by the deployed Riverbed solutions.

The following table identifies the service features included in the Service. Refer to the Service Feature Definition Table for additional service feature details. In addition to the features listed in the table below, Riverbed may perform additional activities as mutually agreed upon by Riverbed and Customer. Any additional activities require Riverbed's prior approval and are subject to any applicable constraints such as Riverbed resource availability.

Service Phase	Service Feature	Standard
Deploy	Riverbed Solution Planning & Design	✓
	Riverbed Solution Implementation	✓
	Riverbed Solution Configuration & Data Validation	✓
Operate	Riverbed Solution Optimization, Maintenance & Support	✓
	IT Service Management Integration	✓
	Riverbed Solution Implementation Documentation	✓
Analyze	Operational Diagnostics and Analysis	✓
	Performance and Utilization Analysis	✓
	Business Process Integration	✓
Advise	Performance Management Maturity Knowledge Transfer	✓
	Performance Management Gap Impact Insights	✓
	Monthly and Quarterly Business Review	✓

Products

The Service is offered on a product family basis and only one product family will be in scope for any given service engagement. Products that are in scope for each product family for the Service are as follows:

Product Family	Scope
SteelCentral	• Up to 500 servers (monitored with AppInternals on-premise or SteelCentral SaaS licenses) • Up to 1,000 end user devices (monitored with Aternity on-premise or SteelCentral SaaS licenses) • Up to 20 AppResponse (v9 or v11) and NetShark appliances • Up to 3 NetCollector and NetIM deployments monitoring up to 10,000 devices in total • Up to 2 Portal installations with up to 50 dashboards in total • Up to 7.5 million flows-per-minute (FPM) licenses in total for NetProfiler deployments
SteelFusion	• Up to 100 physical or virtual SteelFusion appliances (4 Cores per appliance maximum)
SteelHead	• Up to 200 physical or virtual SteelHead appliances, including Interceptors and Mobile Controllers
SteelConnect	• Up to 100 branch locations • Up to 3 data centers

Service Feature Definitions

Service Feature	Definition
Riverbed Solution Planning & Design	Review technical and business requirements, network and application architecture, and IT Service Management integration to help ensure that the implementation architecture meets Customer needs. Identification of Customer organization key business stakeholders, lines of communication, and roles and responsibilities.
Riverbed Solution Implementation	Installation of required Riverbed products based on information and guidance from the planning and design review.
Riverbed Solution Configuration & Data Validation	Configuration and validation of in-scope Riverbed products in accordance with the requirements outlined in the planning and design review.
Riverbed Solution Optimization, Maintenance & Support	Modification of performance thresholds, dashboards, and reports as required; updating Riverbed product(s) to recommended versions; interact with Riverbed Support organization as necessary; and activate or modify features or settings when applicable to enhance Service capabilities.
IT Service Management Integration	Integration of Riverbed solution built-in management capabilities (which may include SNMP, Syslog, email notifications, and alarm management) with Customer's ITSM system.
Riverbed Solution Implementation Documentation	Documentation detailing deployment and configuration performed as part of the Riverbed product implementation.
Operational Diagnostics and Analysis	Data analysis, fault or issue identification, isolation, resolution, and root cause analysis, as appropriate. Includes updating thresholds, alerts, or reports to help ensure proactive notification in the future.
Performance and Utilization Analysis	Initial performance and utilization analysis to define service baselines. Routine analysis to determine performance and utilization trends to identify potential service and capacity issues for remediation.
Business Process Integration	Guidance and insights for the use of Riverbed performance management and optimization data and analysis in support of planning, design, and validation for strategic business initiatives.
Performance Management Maturity Knowledge Transfer	Operational and situational insights on data analysis, problem diagnosis and identification, and root cause analysis and processes to increase IT organization performance management expertise and IQ.
Performance Management Gap Impact Insights	Insights, recommendations, and potential risk assessments for identified performance management gaps within Customer's network.
Monthly and Quarterly Business Reviews	Reporting on the state of service operational readiness, performance management improvements and gaps, business process initiative progress, and performance management maturity status.

Scope

The Service will be customized to each individual engagement based on the desired number of components, Customer defined requirements, and recommended duration. To determine the required scope and other details germane to your specific requirements, please contact your Riverbed Professional Services sales representative.

The Riverbed Annual Performance Consultant Services are delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. This service does not include any Riverbed products. All Riverbed products or product usage, as applicable, must be purchased separately.

The Riverbed Annual Performance Consultant Services include the services described in this document for any combination of the products within the applicable product family as listed in the Products section of this document.

If Riverbed Annual Performance Consultant Services are desired for additional products exceeding the quantities set forth in the Products section of this document for any given product family, additional Riverbed Annual Performance Consultant Services packages must be purchased to cover the applicable products for which Riverbed Annual Performance Consultant Services are desired.

Each unit of a Riverbed Annual Performance Consultant Services SKU is offered in a 12 month contract period with all services being performed during business hours occurring within such contract period. As used in this brochure, "business hours" means eight (8) hours during the regular business hours 7:00 AM to 7:00 PM local time, Monday through Friday, of a single day (excluding local holidays). All features and quantities listed in the Service Feature Definitions table are for a single unit of the applicable Riverbed Annual Performance Consultant Services SKU and may not be used after the applicable contract period has expired.

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, Riverbed may invoice for the Services on a monthly basis in arrears, and additional terms and conditions applicable to invoicing and payments are set forth in the Agreement. If you are purchasing through an authorized Riverbed channel partner, please contact your channel partner representative for details on invoicing, payment, and fees.

- All Professional Services provided by Riverbed are subject to the applicable Professional Services terms and conditions available at www.riverbed.com/servicesterms ("**Agreement**"). In the event of a conflict between this brochure and the Agreement, the Agreement will govern with respect to the subject matter of the conflict.