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NOTICE: New Product Names

The contents of this asset do not reflect our recent product name changes. Here are the new Riverbed® names:

Old Names	New Names
Steelhead	SteelHead™
RPM, OPNET, Cascade	SteelCentral™
Stingray	SteelApp™
Granite	SteelFusion™
Flyscript	SteelScript™
Whitewater	SteelStore™

Customer Snapshot: State & Local Government

Challenges

- Solved the following challenges with Riverbed® OPNET Unified Communications Xpert™ software:
 - Proactive monitoring of UC availability including endpoints
 - Proactive monitoring of UC performance at all levels
 - Remote troubleshooting and diagnosing UC problems
 - Lack of visibility into trunk utilization, PBX faults, threshold violations and endpoint registrations outage
 - Rated having a comprehensive UC management solution that covers automated testing, performance management, configuration management and remote troubleshooting in a single solution as extremely important.
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Use Case

- Deployed < 1,000 Unified Communication (UC) phones/devices.
 - Manages 1-20 locations/sites with UC.
 - Uses the following UC Xpert features:
 - Real-time monitoring and alerting of infrastructure health (CPU, memory, CM cluster)
 - Help Desk + Remote Hands (remote phone control)
 - Utilization reporting
 - Remote troubleshooting (diagnose and reproduce reported problems remotely)
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Results

- Realized the following benefits from using UC Xpert:
 - Increased end-user/customer satisfaction
 - Improved understanding of baseline performance and ability to identify anomalies
 - Centralized/consolidated support team resources
 - Increased the ability to isolate problems
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Testimonials

“UC Xpert has made the system easier to work with and the remote hands function is a must have.”

Source: TechValidate Survey of a State & Local Government