

Optimize your SteelHead deployment and improve business value

Determine areas for improvement, prepare for upcoming IT change, achieve peak performance, and quantify business value.

You rely on Riverbed® SteelHead™ to optimize application performance and deliver superior experiences for end users everywhere. But now's the time to assess and strengthen your SteelHead infrastructure, particularly as you continue to tackle challenges imposed by multi-tier applications and today's complex hybrid networks.

Give your SteelHead appliances and business-critical applications a boost by engaging Riverbed Professional Services (RPS) for the Optimization Assurance Service for SteelHead.

Based on best practices developed over thousands of SteelHead assessments, the service evaluates your current deployment, corrects issues with your appliances to improve application performance, and helps you measure and improve the business value of your SteelHead investment.

Why should your organization engage RPS for the Optimization Assurance Service?

- Ensure your applications are properly optimized to achieve targeted performance levels and business value
- Fine-tune your SteelHead appliances by uncovering and remediating any issues associated with your deployment
- Identify new applications that may benefit from SteelHead WAN optimization
- Prevent future application performance issues as changes are introduced to your environment
- Quantify the business value of using SteelHead to optimize key applications
- Enhance the long-term value of SteelHead appliances to your business
- Prepare for SteelHead hardware refreshes or trade-ups and improve your understanding of Riverbed technology
- Lower your total cost of ownership by maximizing performance and operational efficiency

Service overview

Two packages of the Optimization Assurance Service are available to match your unique requirements.

Standard Package

- SteelHead health check to assess your deployment and generate prioritized recommendations to improve the performance of applications currently being optimized and identify new applications that can benefit from WAN optimization.
- Best practice Level 1/Level 2 troubleshooting guidelines with knowledge transfer, enabling you to confidently troubleshoot your SteelHead deployment and leverage Riverbed technical support more effectively.
- Best practice change management guidelines with knowledge transfer, enabling you to proactively tune your SteelHead infrastructure when application and network changes occur.
- Sizing analysis and recommendations for trading up to the latest generation of SteelHead appliances to optimize performance within your hybrid enterprise.
- Up to five days of remediation based on the list of prioritized recommendations to improve SteelHead performance.

Enterprise Package

- Includes all features in the Standard package.
- Business value analysis based on key performance indicator (KPI) improvements for up to three applications.

Now's the time to maximize the performance and value of Riverbed SteelHead for better visibility, optimization, and control when delivering applications to your hybrid enterprise.

Price and scoping

The Optimization Assurance Service is performed remotely unless otherwise requested. Please contact your Professional Service sales representative for scoping and pricing information, or send your inquiry to proserve@riverbed.com.

1. Riverbed® Optimization System (RiOS®) version 8.5 or higher is required; RiOS software upgrades are not included in the service.
2. Technical product support (TAC case management) is not included in the service.
3. Trade-up sizing is for SteelHead WAN optimization only; Riverbed® SteelFusion™ sizing is not included.
4. The remediation time included in the service is typically enough to correct most, if not all, major issues. However, more time may be required depending on the number and severity of the findings.

Related services

- **Implementation Services:** Production deployment of Riverbed solutions
- **Resident Consultant:** Full-time, on-site subject matter expertise for the best practice use of Riverbed solutions
- **Technical Education:** Applicable training based on customer's needs identified during the engagement

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.

The Riverbed logo consists of the word "riverbed" in a lowercase, bold, orange sans-serif font.