

# Accelerate Your Riverbed<sup>®</sup> SteelCentral<sup>™</sup> AppInternals SaaS Deployment and Time to Value

## Proven Methodologies to Increase Adoption and Utilization

New troubleshooting methods are required to take control of application performance problems in today’s complex SaaS environments. That’s why your organization has selected SteelCentral AppInternals SaaS to continuously monitor your production applications and network traffic in the cloud – across all transactions, tiers and users – helping to consistently deliver high-performing applications.

To quickly realize the benefits of SteelCentral AppInternals SaaS and create a foundation for operationalizing SaaS application performance management for future growth, you need expert guidance on how to quickly operationalize the solution within your SaaS environment. While SteelCentral AppInternals SaaS delivers valuable information out of the box, many advanced capabilities are possible to tailor the solution to your unique business requirements.

Earn a faster time to value for your investment with the SteelCentral AppInternals SaaS Implementation Service from Riverbed Professional Services (RPS) to achieve the following outcomes:

- Enhanced visibility into selected SaaS application and network performance
- Integration between purchased Riverbed components and other applicable systems such as event managers using built-in capabilities
- Reporting and alerting configuration
- Knowledge transfer from field experts for configuration, maintenance, and data analysis and insight
- Faster Riverbed solution adoption and time to value

## Key Service Benefits

- Accelerate your ROI with Riverbed’s proven expertise and best practice methodologies
- Enjoy peace of mind with a ready-to-run, Riverbed-validated solution
- Streamline operations by implementing reliable, prescriptive, and repeatable workflows
- Avoid costly mistakes and minimize disruptions to business and IT operations
- Enhance knowledge and proficiency with targeted knowledge transfer sessions
- Establish an expansion-ready framework to easily accommodate future needs



## Service Overview

RPS leverages proven, repeatable implementation methodologies to ensure consistent and positive outcomes. The SteelCentral ApplInternals SaaS Implementation Service is delivered through the following phases:

### Phase 1: Plan

Lay the foundation for a successful implementation by gathering requirements and creating a design and/or implementation plan.

### Phase 2: Configure

Prepare the products for final implementation with specific configurations that meet the requirements gathered during Phase 1.

### Phase 3: Enable

Configure the products to enable immediate business value while validating data collection, report data, and alerting matches to the requirements gathered in Phase 1.

### Phase 4: Document

Document best practices for deployment, configuration, maintenance, and usage.

## SteelCentral ApplInternals SaaS Implementation Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, two different packages of the SteelCentral ApplInternals SaaS Implementation Services are available: Standard and Advanced. The following table identifies the service features included in each phase and highlights the differences between each package. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

| Service Phase         | Service Feature                                | Standard                 | Advanced                             |
|-----------------------|--|--------------------------|--------------------------------------|
| Phase 1:<br>Plan      | Solution Planning                              | ✓                        | ✓                                    |
|                       | Solution Design                                | ✓                        | ✓                                    |
| Phase 2:<br>Configure | Base Configuration                             | ✓                        | ✓                                    |
|                       | SteelCentral Portal Configuration              | ✓                        | ✓                                    |
| Phase 3:<br>Enable    | Application-Specific Definitions               | Up to Three Applications | Up to Three Applications             |
|                       | Configuration Tuning                           | ✓                        | ✓                                    |
|                       | SteelCentral Portal Standard Dashboards        | Up to One Dashboard      | Up to Two Dashboards per Application |
|                       | SteelCentral Portal Custom Dashboards          | Up to One Dashboard      | Up to Two Dashboards per Application |
|                       | Alerts   | Up to Two SLA Alerts     | Up to Two Alerts per Application     |
|                       | SteelCentral ApplInternals SaaS Custom Reports | Up to One Report         | Up to Five Reports per Application   |
|                       | SteelCentral Portal Application Maps           |                          | Up to One Map per Application        |
| Phase 4:<br>Document  | As-built Document                              | ✓                        | ✓                                    |
|                       | Standard Operating Procedures                  | ✓                        | ✓                                    |
|                       | Operational Best Practices                     |                          | ✓                                    |

## Products

The applicable products that will be configured as part of the services provided for each package version are as follows:

| Service                 | Applicable Products   |
|-------------------------|---|
| Standard Implementation | <ul style="list-style-type: none"><li>Up to 50 licenses of SteelCentral AppInternals SaaS Enhanced APM Subscription</li></ul> |
| Advanced Implementation | <ul style="list-style-type: none"><li>Up to 50 licenses of SteelCentral AppInternals SaaS Enhanced APM Subscription</li></ul> |

## Service Feature Definitions

| Service Feature                                 | Definition   |
|---|--|
| Solution Planning                               | Review requirements and plan high-level activities required to accomplish the implementation tasks with the customer.  |
| Solution Design                                 | Review customer's network, application, and management system architecture, determine configuration required, and provide guidance for product deployment.   |
| Base Configuration                              | Initial configuration of SteelCentral AppInternals SaaS Analysis Server, including network metrics, email configuration, instrumentation configurations, and authentication.   |
| SteelCentral Portal Configuration               | Adding implemented Riverbed product as a data source to SteelCentral Portal. If a SteelCentral Portal license has not been deployed, this includes performing base deployment in order to add the data source.   |
| Application                                     | Up to 20 unique components behind one "entry" IP address within one data center that provide services to satisfy individual requests (multiple Java or .NET applications on one host count as multiple components). If the application is web based, the application definition can have up to five unique URL patterns. |
| Configuration Tuning                            | Adjusting configuration options within the SteelCentral AppInternals SaaS Analysis Server web interface to permit enhanced monitoring for the selected applications.   |
| SteelCentral Portal Standard Dashboard          | Standard dashboards that are available out of the box when SteelCentral Portal is purchased.   |
| SteelCentral Portal Custom Dashboard            | Customized, application-specific SteelCentral Portal dashboard views that are developed during the course of the implementation service.   |
| Alert   | An alert based either on customer-provided SLAs (threshold) or from a baseline analysis of at least one week of historical data.   |
| SteelCentral AppInternals SaaS Customer Reports | Reports derived from SteelCentral AppInternals SaaS Analysis Operators that are developed over the course of the implementation service.   |
| SteelCentral Portal Application Map             | An application model, including the application map and the corresponding views created by SteelCentral Portal. This requires SteelCentral NetProfiler or SteelCentral AppResponse (v9) as additional data sources.  |
| As-built Document                               | Documentation detailing deployment and configuration performed as part of the Riverbed product implementation.   |
| Standard Operating Procedures                   | Documentation on best practices for configuring and maintaining the product such as updating software versions, application definitions, reports, etc.   |
| Operational Best Practices                      | Documentation on common triage workflows using the product.  |

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## Scope

The SteelCentral AppInternals SaaS Implementation Service is delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. All activities are done in consecutive days. The service is expected to be completed within three months of purchase unless otherwise specified in the Agreement.

This service does not include any Riverbed products or any application performance troubleshooting or analysis. All Riverbed products must be purchased separately.

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## Invoicing and Pricing

- For pricing information, or to create a customized engagement, please contact your Riverbed Professional Services sales representative or send your inquiry to [proserve@riverbed.com](mailto:proserve@riverbed.com).
- The services described herein will be delivered in phases as set forth in this document.
- Fees may be invoiced upon completion of each phase. Fees for each phase may be invoiced in equal amounts based on the total amount of fees divided by the total number of phases.
- If you are purchasing directly from Riverbed, 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 terms and conditions available at [www.riverbed.com/termsandconditions/professionalservices](http://www.riverbed.com/termsandconditions/professionalservices) (if you are a Riverbed customer) or at [www.riverbed.com/partnerprofessionalserviceterms](http://www.riverbed.com/partnerprofessionalserviceterms) (if you are an authorized Riverbed channel partner) (“Agreement”). If you have a separate mutually signed agreement with Riverbed that expressly covers the sale of Professional Services, that agreement will govern your purchase of Professional Services, provided that in the event of a conflict between that agreement and the Agreement, the Agreement will control solely with respect to the Professional Services set forth in this Brochure.

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### 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/services](http://riverbed.com/services).

The Riverbed logo consists of the word "riverbed" in a bold, lowercase, sans-serif font. The letters are a vibrant orange color. The 'i' in "river" has a small dot, and the 'd' in "bed" has a small tail.