Accelerate Your Riverbed® SteelCentral™ NetProfiler Deployment and Time to Value

Proven Methodologies to Increase Adoption and Utilization

To really understand application performance, you need an end-to-end view across your network and underlying IT infrastructure. That's why your organization has selected SteelCentral NetProfiler, which gives you a lens to easily troubleshoot and find the root cause of network and application issues.

To quickly realize the benefits of SteelCentral NetProfiler, you need expert guidance on how to quickly operationalize the solution within your IT environment. And while NetProfiler delivers valuable information out of the box, many advanced capabilities and integrations can be realized to truly tailor the solution to your unique business requirements.

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

- Enhanced performance visibility for selected applications
- 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 NetProfiler Implementation Service is delivered through the following phases:

Phase 1: Plan and Design

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 and Validate

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 NetProfiler Implementation Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, Riverbed provides three different SteelCentral NetProfiler Implementation Service packages for new or existing SteelCentral NetProfiler solution implementations: Starter, 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	Starter	Standard	Advanced
Phase 1: Plan and Design	Solution Planning	✓	✓	✓
	Solution Design	✓	✓	✓
Phase 2: Configure	Base Configuration	✓	✓	✓
	Data Collection	✓	✓	✓
	Riverbed® SteelCentral™ Portal Configuration		✓	✓
Phase 3: Enable and Validate	Application-Specific Definitions	Up to Five Applications	Up to 10 Applications	Up to 10 Applications
	SteelCentral NetProfiler Native Dashboard	Up to One Dashboard	Up to Two Dashboards	Up to Two Dashboards
	SteelCentral NetProfiler Application Service Maps	Up to One Service Map	Up to Two Service Maps	Up to Five Service Maps
	SteelCentral Portal Standard Dashboards		Up to One Dashboard	Up to One Dashboard per Application
	SteelCentral Portal Custom Dashboards		Up to One Dashboard	Up to Two Dashboards per Application
	Alerts		Up to Two Alerts	Up to Two Alerts per Application
	SteelCentral NetProfiler Custom Reports		Up to Five Reports	Up to 10 Reports
	SteelCentral Portal Application Maps			Up to One Map per Application
	Riverbed Portfolio Integration			✓
Phase 4: Document	As-built Document	✓	✓	✓
	Standard Operating Procedures		✓	✓
	Operational Best Practices			✓

Riverbed also offers SteelCentral Base AppResponse Implementation Services, SteelCentral Virtual Base AppResponse Implementation Services, SteelCentral Flow Gateway Implementation Services, and SteelCentral NetProfiler Cluster Expansion Implementation Services for expanding existing SteelCentral NetProfiler solution implementations. These packages can also be combined with the SteelCentral NetProfiler Implementation Service packages defined above to support additional appliance implementations.

The following table identifies the service features included in each phase for each service. Service features identifies in the table below are further described in the Service Feature Definitions section of this document.

Service Phase	Service Feature	Base AppResponse	Virtual Base AppResponse	Flow Gateway	NetProfiler Expansion
Phase 1: Plan and Design	Solution Planning	✓	✓	✓	✓
	Solution Design				
Phase 2: Configure	Base Configuration	✓	✓	✓	✓
	Flow Export Configuration	✓	✓	✓	✓
Phase 3: Enable and Validate	NetProfiler Configuration	✓	✓	✓	✓
Phase 4: Document	As-built Document				

Products

The applicable products that will be configured as part of each package of the NetProfiler Implementation Services are as follows:

Service	Applicable Products
SteelCentral NetProfiler Starter Implementation Service	• One Riverbed® SteelCentral™ NetExpress appliance • Up to two Riverbed® SteelCentral™ Flow Gateway appliances • Up to two Riverbed® SteelCentral™ AppResponse appliances with base license only • Up to five Riverbed® SteelCentral™ Virtual AppResponse appliances with base license only
SteelCentral NetProfiler Standard Implementation Service	• One SteelCentral NetExpress appliance or one SteelCentral NetProfiler appliance with under 2M Flow Per Minute (FPM) licenses • Up to two SteelCentral Flow Gateway appliances • Up to two physical or up to 10 Virtual SteelCentral AppResponse appliances with base license only
SteelCentral NetProfiler Advanced Implementation Service	• One SteelCentral NetExpress appliance, or one SteelCentral NetProfiler appliance cluster with 2M or more FPM licenses • Up to two SteelCentral Flow Gateway appliances • Up to two physical or up to 10 Virtual SteelCentral AppResponse appliances with base license only
SteelCentral NetProfiler Cluster Expansion Implementation Service	• One additional SteelCentral NetProfiler Dispatcher or Expansion appliance to be added to the cluster.
SteelCentral Base AppResponse Implementation Service	• One SteelCentral AppResponse appliance with base license only
SteelCentral Virtual Base AppResponse Implementation Service	• Up to five SteelCentral Virtual AppResponse appliances with base license only
SteelCentral Flow Gateway Implementation Service	• One SteelCentral Flow Gateway appliance

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 appliance, including management IP address, email gateway, external authentication source, backups, and product updates.
SteelCentral Portal Configuration	Add 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.
SteelCentral NetProfiler Native Dashboard	Dashboard views that are available out of the box when SteelCentral NetProfiler is purchased.
SteelCentral NetProfiler Application Service Maps	An application model, including an application dependency map and the corresponding views created by SteelCentral NetProfiler.
SteelCentral Portal Standard Dashboard	Dashboard views that are available out of the box when SteelCentral Portal is purchased.
SteelCentral Portal Custom Dashboard	Customized, application-specific dashboard views that are developed during the course of the implementation service.
Alert	An alert is based either on customer-provided SLAs (thresholds) or from a baseline analysis of at least one week of historical data.
SteelCentral NetProfiler Custom Reports	Customized reporting requirement for SteelCentral NetProfiler views.
SteelCentral Portal Application Map	An application model, including the application map and the corresponding views created by SteelCentral Portal.
Integration with Riverbed Portfolio	Configure standard integrations with other Riverbed products the customer owns (e.g., drill-downs from SteelCentral Portal, SteelFlow WTA, SteelCentral AppResponse flow export to NetProfiler, etc.).
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.

Scope

The SteelCentral NetProfiler 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.

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.

- 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 (if you are a Riverbed customer) or at www.riverbed.com/partnerprofessionalservicesterms (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.

About Riverbed

Riverbed®, The Digital Performance Company™, enables organizations to maximize digital performance across every aspect of their business, allowing customers to rethink possible. Riverbed's unified and integrated Digital Performance Platform™ brings together a powerful combination of Digital Experience, Cloud Networking and Cloud Edge solutions that provides a modern IT architecture for the digital enterprise, delivering new levels of operational agility and dramatically accelerating business performance and outcomes. At more than $1 billion in annual revenue, Riverbed's 30,000+ customers include 98% of the *Fortune* 100 and 100% of the *Forbes* Global 100. Learn more at riverbed.com.

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