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

Proven Methodologies to Increase Adoption and Utilization


Gaining visibility into application performance is increasingly difficult with today's complex, hybrid IT architectures. That's why your organization has selected SteelCentral Portal for a single source of truth into application performance to accelerate troubleshooting and provide meaningful data to stakeholders throughout the enterprise.

To quickly realize the benefits of SteelCentral Portal, you need expert guidance on how to quickly operationalize the solution within your IT environment. And while SteelCentral Portal delivers valuable information out of the box, many advanced capabilities and integrations are possible to truly tailor this performance visibility to your unique business requirements.

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

- Enhanced performance visibility for applications covered by existing SteelCentral solutions
- Integration between purchased Riverbed components and other applicable systems such as event managers using built-in capabilities
- 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
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Service Overview

RPS leverages proven, repeatable implementation methodologies to ensure consistent and positive outcomes. The SteelCentral Portal 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 Portal Implementation Service

The following table identifies the service features included in each phase of the SteelCentral Portal Implementation Service.

| Service Phase | Service Feature | Standard Service |
|------------------------------|-----------------------------------------|----------------------------------|
| Phase 1: Plan and Design | Solution Planning | ✓ |
| | Solution Design | ✓ |
| Phase 2: Configure | Base Configuration | ✓ |
| | Data Source Connection | Up to Five Existing Data Sources |
| Phase 3: Enable and Validate | SteelCentral Portal Standard Dashboards | Up to Five Dashboards |
| | SteelCentral Portal Application Maps | Up to Five Maps |
| | Riverbed Portfolio Integration | ✓ |
| Phase 4: Document | As-built Document | ✓ |
| | Standard Operating Procedures | ✓ |
| | Operational Best Practices | |

Products

The applicable products that will be configured as part of the SteelCentral Portal Implementation Service are as follows:

| Service | Applicable Products |
|-------------------------|-----------------------------------------------------------------------------------|
| Standard Implementation | One SteelCentral Portal server will be deployed and configured with this service. |

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 Portal application, including authentication source and product updates. |
| SteelCentral Portal Standard Dashboards | Standard dashboards that are available out of the box when SteelCentral Portal is purchased. |
| 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, Riverbed® SteelCentral™ NetShark flow export to Riverbed® SteelCentral™ NetProfiler, etc.). |
| As-built Documentation | 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 Portal Standard 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. This service also does not include any data source validation. It is primarily intended to upgrade existing Riverbed customers to SteelCentral Portal. If more than five data sources exist, custom scoping is required.

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 service defined 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/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.

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-training.

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