

# Accelerate Deployment and Time to Value

## Earn a Faster ROI While Enhancing User Adoption and Utilization

Investing in Riverbed® SteelCentral™ UCExpert will enable you to implement a complete lifecycle management approach for your UC network. Now it's time to quickly realize the benefits of the solution with the SteelCentral UCExpert Implementation Service from Riverbed Professional Services (RPS).

The service focuses on best practice installation, configuration, and integration of SteelCentral UCExpert within your environment through the use of remote or on-site delivery.

During the engagement, your RPS consultant will work with you to determine business and technical requirements, use cases, and implementation criteria. The consultant will also create an initial set of scheduled tasks, as well as standard and custom alerts, and will integrate the solution with your Active Directory and network management system.

Knowledge transfer workshops will also be conducted to provide insight into the SteelCentral UCExpert capabilities that best support your current and future needs. The end result? A fully integrated solution that your teams will be able to operate, maintain, and scale autonomously.

## Key Service Benefits

- Mitigate implementation risk by leveraging Riverbed's best practices, proven methodologies, and UC system expertise
- Standardize all global UC management tasks to improve personnel utilization and UC network performance
- Reduce mean time to repair for user-impacting issues
- Enhance product knowledge and utilization through hands-on, interactive workshops
- Identify which SteelCentral UCExpert capabilities support your UC management use cases
- Boost the performance and visibility of your UC network
- Ensure major UC change management policies are handled smoothly without any disruption

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## Service Overview

Upon completion and return of a pre-engagement checklist and confirmation of a start date, the assigned Riverbed consultant will perform five phases of activity.

### Phase 1: Analyze

- Determine and document management, business, and user requirements
- Collect UC network and management system addresses and locations
- Determine SteelCentral UCExpert access requirements for users and user groups
- Identify customer engagement lead and participants

### Phase 2: Design

- Define implementation objectives
- Define success criteria and key metrics
- Outline schedule, planned resources, and deliverables
- Review all verification tasks with project team to determine best integration approach

### Phase 3: Enable

- Install SteelCentral UCExpert on customer-provided Windows or Linux server
- Configure all required UC systems and validate communication and data collection
- Create standard scheduled tasks for data collection and report generation
- Create basic automated test cases with advanced troubleshooting using Remote Hands

### Phase 4: Operate

- Review business processes to determine scheduled task cadence
- Review communication and data access
- Enable scheduled tasks based on customer-provided frequency
- Enable standard alerts and create customer-defined custom alerts
- Address ongoing maintenance, use, and administration of SteelCentral UCExpert through client- and environment-focused knowledge transfer sessions

### Phase 5: Evolve

Upon completing the engagement, the RPS consultant will follow up with you to ensure the product is being used as discussed during training and knowledge transfer.

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## Knowledge Transfer

Knowledge transfer takes the form of working directly with the RPS consultant to design and deploy the SteelCentral UCExpert solution. The following sessions are included in the service:

- **Scheduled tasks:** creation, execution, and communication of scheduled tasks for data collection, report generation, and automated testing
- **Help desk:** configuration and call performance data collection, configuration change verification, and Remote Hands
- **Automated testing:** creation of all required elements, execution, analysis, and advanced troubleshooting
- **Alerts:** rules, policies, schedules, and notification
- **Dashboard:** performance, service, and configuration

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## Scope and Pricing

The SteelCentral UCExpert Implementation Service is a packaged offering that can combine remote and on-site delivery of services for a predetermined number of contiguous days appropriate to the scope of the engagement. Additional services, such as configuring advanced alerts, integrating Active Directory, and a Unified Communications Assessment, may be proposed to support implementation across the enterprise. These services are not included in the implementation service unless specifically scoped as add-on deliverables. Supplementary, on-site knowledge transfer services can be commissioned separately.

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).

Learn more about our other Professional Services offerings at [www.riverbed.com/services-training](http://www.riverbed.com/services-training).

## Related services

**Unified Communications Assessment** optimizes the performance of your UC system through a comprehensive analysis that provides actionable recommendations for improving resource utilization, reducing costs, and making more informed decisions regarding daily management.

**Unified Communications Deployment Verification** provides a fully integrated plan to keep your UC project on track, on budget, and trouble free. UC system experts work with your team to verify functionality, troubleshoot anomalies, and ensure key performance objectives for availability, quality, security, and capacity are achieved.

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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-training](http://riverbed.com/services-training).

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