

Optimize Your Office 365 Applications' Business Performance with Confidence

You've made the decision to migrate to Office 365 applications. This choice doesn't come without a few challenges.

To mitigate potential migration and adoption delays or negative end user experience from your Office 365 application migration requires comprehensive End User Experience (EUE) monitoring. EUE performance visibility also enables increased business agility and provides assurance to your IT organization's needs for operational performance validation. During the post-migration phases Riverbed may recommend application optimization to address WAN network bottlenecks, oversubscription, or other issues that impact application performance and result in inferior EUE.

The Riverbed® EUE Assurance Service for Microsoft Office 365 applications (Service) provides industry-leading EUE visibility and application optimization to ensure your efforts and investment have the desired impact and is available pre- and post-migration.

The Service mitigates the risk and impact of costly service outages by providing expert analysis of network usage, network architecture, EUE monitoring processes

and telemetry. Additionally, post-migration performance can be mitigated using targeted application optimization for end user laptop, desktop, mobile, and virtual desktop devices and environments.

Listed below are the key insights the Service delivers for each stage of an Office 365 application migration to help improve decisions and determine next steps for any stage of your Office 365 application migration.

Working with your IT organization and other key stakeholders, the Service can provide several benefits for your end users, IT organization, and business objectives, including:

- Acceleration of your Office 365 application migration schedule through increased number of end users migrated per phase or increased migration phase frequency
- Enhanced IT organization EUE management IQ
- Identification and elimination of unsupported or improper application use
- Establishment of standardized Office 365 application migration processes

The Service is delivered by Riverbed Professional Services (RPS) consultants with extensive experience in the implementation and delivery of the Service in large-scale, complex networks across all major industries

Pre-migration service insights
Microsoft Office (on-premise) adoption and EUE baseline by end user and location
Network performance insights and remediation recommendations
Post-migration service insights
Microsoft Office 365 application adoption and EUE performance by end user and location
Microsoft Office 365 application adoption and EUE issue identification and remediation recommendations
Microsoft Office 365 application performance optimization

Maximize your value from your Office 365 applications

Most organizations planning to migrate their users to Office 365 applications have little to no visibility into their current Microsoft Office application utilization and performance. This makes it difficult to develop and execute an effective migration strategy to address the technical and business challenges and benefits your organization is looking to achieve. To address this, Riverbed has developed the Service to provide comprehensive data and analysis into Office 365 applications to address the following critical questions.

Question 1: What is my current Office application adoption and end user performance?

The Service establishes pre-migration end user utilization and performance baselines. The baseline will assist the migration planning and design phases by establishing the current Office applications' utilization by users, devices, and locations for all Office applications.

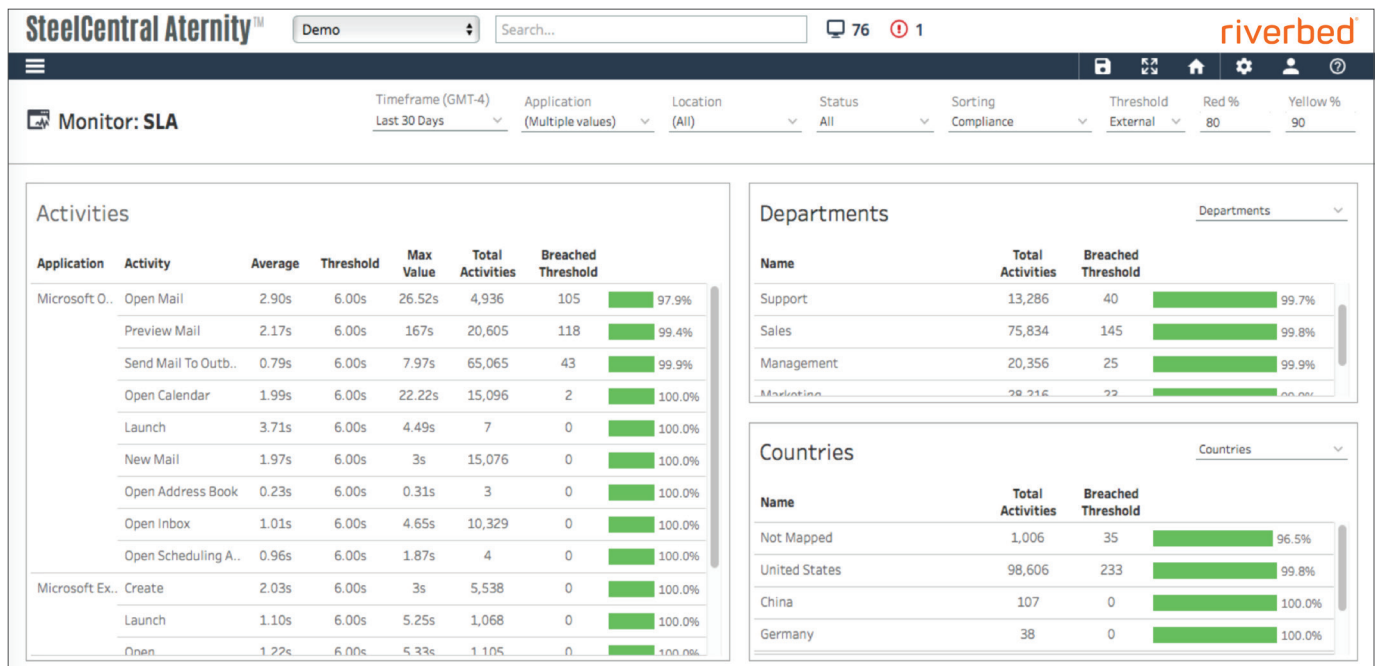


Figure 1 EUE data collection example.

Question 2: How are my Office 365 applications performing post-migration?

Once end users are migrated, it is important to validate post-migration performance against the pre-migration baseline as well as any new SLA's expected from your Office 365 service. Application and service performance changes can easily be identified and may require additional analysis to remediate. Measuring end user adoption is also key to validating that critical business workflows continue to operate efficiently.

Riverbed Professional Services consultants will analyze available data for:

- Defining post-migration performance baselines for Office 365 applications after each major migration phase
- Comprehensive diagnostics and analysis of EUE performance issues to identify post-migration issues
- Recommend and implement application optimization as appropriate

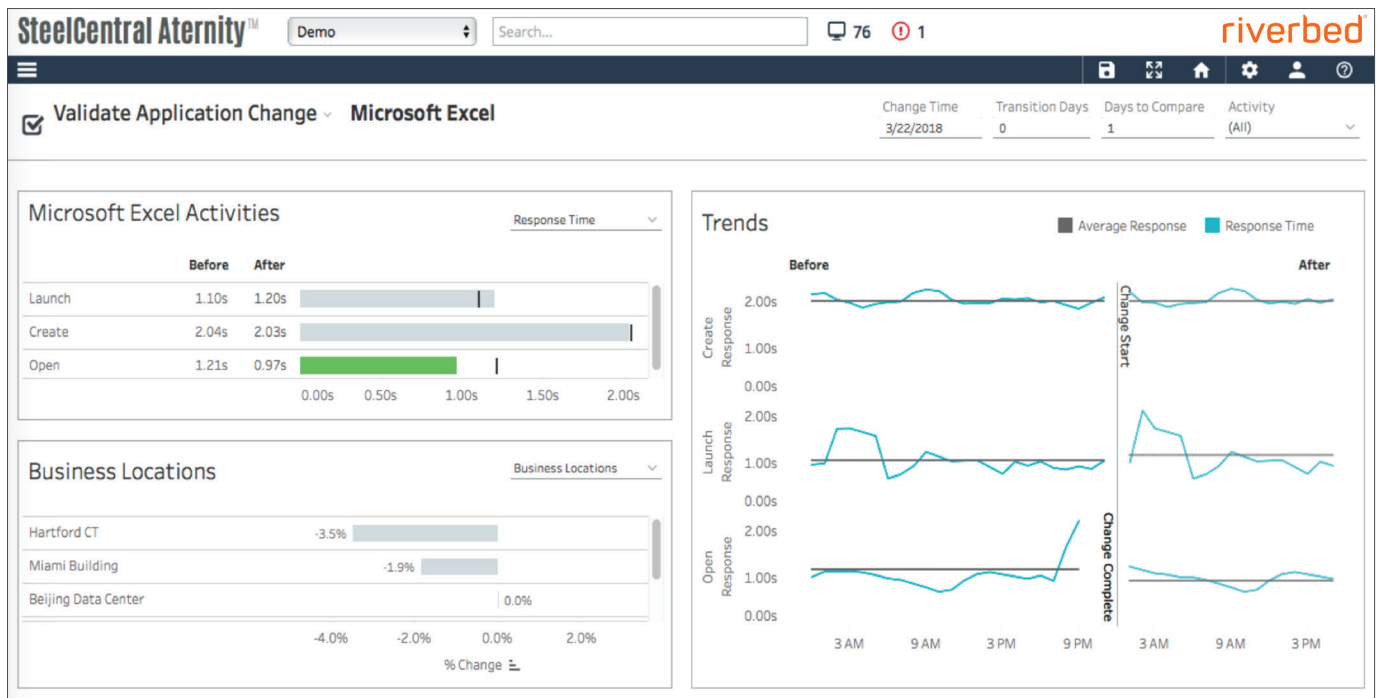


Figure 2 Post-migration performance change validation for Microsoft Excel software.

Scope

The Service is delivered remotely unless applicable Travel and Expenses (T&E) are purchased separately. 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. All Riverbed products or product usage, as applicable, must be purchased separately. Riverbed products the customer currently owns may be used; otherwise, RPS consultants will provide the appropriate products if the customer purchases the applicable product usage add-on services.

The Service will be customized to each individual engagement based on desired Office 365 applications and services, number of end users, and recommended duration. To determine the required scope and other details germane to your specific requirements, please contact your Riverbed Professional Services sales representative.

Invoicing and pricing

- For pricing information, please contact your Riverbed Professional Services sales representative or send your inquiry to proserve@riverbed.com.
- 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 riverbed.com/termsandconditions/professionalservices (if you are a Riverbed customer) or at 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®, 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.

The Riverbed logo consists of the word "riverbed" in a lowercase, sans-serif font. The letters "river" are in a dark grey color, and the letters "bed" are in a bright orange color. A registered trademark symbol (®) is located at the top right of the letter "d".