
Drive Performance From Your Riverbed® SteelHead™ Investment

Proven Methodologies to Increase Adoption and Utilization, and Achieve Peak Performance.

Your organization has selected SteelHead appliances to accelerate the delivery of mission-critical applications to employees everywhere and improve end-user experience, while dramatically reducing network bandwidth usage. The SteelHead solution optimizes the entire hybrid enterprise including on-premise, cloud or combination of the hybrid cloud that is right for your business.


To fully realize the value of the solution, engage Riverbed Professional Services (RPS) for the SteelHead Data Center Performance Service.

Based on best practices from Riverbed’s world class Professional Services organization, the SteelHead Data Center Performance Service is delivered over a 12-month period, and is designed to increase adoption and utilization of the technology to realize the desired performance levels.

Engage RPS for the SteelHead Data Center Performance Service to achieve the following outcomes:

- Faster adoption progress and enhanced operational efficiencies enabling you to focus on your business
- Enhanced optimization and application performance with periodic proactive audits over 12-months
- Opportunities to improve long-term investment and business value

Key Service Benefits

- Enhance application performance and technology adoption to achieve desired business value
 - Review and assist in remediation efforts for potential issues to enable optimal application performance
 - Identify new applications that may benefit from WAN optimization to help support strategic initiatives
 - Enhance the longevity of your Riverbed SteelHead investment
 - Accelerate your Return On Investment (ROI) to support business objectives
 - Improve operational efficiency while expanding your understanding of Riverbed technology
- 

Service Overview

RPS leverages proven, repeatable service delivery methodologies to ensure consistent and positive outcomes. The SteelHead Data Center Performance Service is delivered through the following phases:

Phase 1: Plan

Lay the foundation for a successful engagement by reviewing requirements and collecting information pertaining to the environment to serve data collection.

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 that matches the requirements gathered in Phase 1.

Phase 4: Analyze

Interactively consume and analyze data from the deployed Riverbed solutions, extracting information to identify key findings based on engagement objectives.

Phase 5: Report

Create and deliver reports detailing the configuration, and findings and recommendations to help achieve desired outcomes.

The SteelHead Data Center Performance Service offers two key components to provide sustained customer success:

Appliance Implementation

Quickly and seamlessly realize the benefits of application optimization with expert guidance on how to implement the SteelHead GX10000 appliances for your SteelHead deployment. The SteelHead Data Center Performance Service can be combined with separately purchased SteelHead Implementation Service packages for new deployments. The SteelHead Data Center Performance Service can also be combined with separately purchased SteelHead Branch Appliance Implementation Services and SteelHead Data Center Appliance Implementation Services for further expanding existing SteelHead deployments.

Peak Performance

Realize full investment value with a service designed to increase adoption and achieve peak performance performed over a 12-month contract period. To provide more proactive insights, appliance audits are performed periodically for capturing health trends on the SteelHead GX10000 appliances. The SteelHead Data Center Performance Service also includes implementation audits on the SteelHead deployment for analyzing application optimization performance. Remediation assistance is provided to assist in remediating identified areas of improvement from the implementation audits. In addition, the included Performance Architect works through activities for planning the solution, further adoption of the solution, and process development, while the Business Value Analysis (included with the Advanced package of the SteelHead Data Center Performance Service) quantifies the overall value of the solution.

SteelHead Data Center Performance Service

To provide added flexibility when addressing unique customer requirements and desired business outcomes, two packages of the SteelHead Data Center Performance Service are available: Standard and Advanced. The following table identifies the service features included in the SteelHead Data Performance Service 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 Service	Advanced Service
Phase 1: Plan	Solution Planning	✓	✓
	Solution Design	✓	✓
	Audit Planning	✓	✓
Phase 2: Configure	SteelHead GX10000 Appliance Configuration	✓	✓
Phase 3: Enable	WAN Optimization Integration	✓	✓
	Management System Integration	✓	✓
	Performance Architect	Standard	Advanced
Phase 4: Analyze	Implementation Audit Service	Up to 2 instances	Up to 4 instances
	SteelHead GX10000 Appliance Audit	✓	✓
	Remediation Assistance	Up to 2 Change Windows	Up to 4 Change Windows
	Appliance Sizing Evaluation	✓	✓
	Business Value Analysis		✓
Phase 5: Report	As-built Document	✓	✓
	Audit Report	✓	✓
	Quarterly Summary	✓	✓
	Business Value Analysis Report		✓

Products

The applicable products that will be configured as part of each package of the SteelHead Data Center Performance Service are:

Service	Service Feature	Applicable Products
Standard package	SteelHead GX10000 Appliance Configuration	<ul style="list-style-type: none">Up to 2 SteelHead GX10000 appliances at a single site
Advanced package	SteelHead GX10000 Appliance Configuration	<ul style="list-style-type: none">Up to 2 SteelHead GX10000 appliances at a single site

In addition, the applicable products that will be evaluated as part of the audit activities for each package of the SteelHead Data Center Performance Service are:

Service	Service Feature	Applicable Products
Standard package	Implementation Audit Service	<ul style="list-style-type: none">Up to 100 SteelHead and Interceptor appliances per instance1 SteelCentral Controller for SteelHead Mobile per instance
	SteelHead GX10000 Appliance Audit	<ul style="list-style-type: none">Up to 2 SteelHead GX10000 appliances at a single site
Advanced package	Implementation Audit Service	<ul style="list-style-type: none">Up to 100 SteelHead and Interceptor appliances per instance1 SteelCentral Controller for SteelHead Mobile per instance
	SteelHead GX10000 Appliance Audit	<ul style="list-style-type: none">Up to 2 SteelHead GX10000 appliances at a single site

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 SteelHead GX10000 product deployment.
Audit Planning	Review business and technical requirements and plan high-level activities required to accomplish the audit. Includes preliminary network and application architecture review, and solution deployment design.
SteelHead GX10000 Appliance Configuration	Configure the SteelHead GX10000 appliances per the Solution Design for deployment.
WAN Optimization Integration	Integrate the configured SteelHead GX10000 appliances into the existing WAN optimization solution.
Management System Integration	Integrate built-in management capabilities, which include SNMP, Syslog, email notifications, and alarm management.
Performance Architect	Performance Architect (PA) service provides performance architect services focusing on process development and Riverbed technology adoption. It includes a current state and gap assessment, operational process and KPI benchmarking, as well as business value analysis reporting. Two levels of PA service are available: Standard - 10 days of PA service per contract period, or Advanced - 15 days of PA service per contract period.
Implementation Audit Service	Each instance of the Implementation Audit Service provides up to 10 days per contract period of Riverbed solution deployment review and configuration update recommendations for improved Riverbed solution performance where applicable.
SteelHead GX10000 Appliance Audit	Each audit includes detailed reoccurring appliance analysis, targeted at ensuring appliance health, stability and performance. Performed 12 times over the contract period at varying intervals for each appliance.
Remediation Assistance	Collaborate with the customer to plan, prepare and prioritize activities that are performed within the Change Window to assist in remediation of the key areas of potential improvements identified in the analysis and determine the change impact from remediation.
Change Window	Period of up to eight consecutive hours, during which RPS and the customer will perform a set of pre-planned changes and testing within the production environment.
Appliance Sizing Evaluation	Analyze the current-state WAN optimization solution for potential sizing recommendations to improve application performance capability based on future initiative requirements.
Business Value Analysis	Analyze the business value of WAN optimization for up to three customer-selected applications by comparing the non-optimized and optimized performance output for three transactions for each application from the end-user's (client) workstation.
As-built Document	Documentation detailing deployment and configuration performed as part of the Riverbed product implementation.
Audit Report	Report on the key areas of potential improvement and best practice recommendations, evaluation of SteelHead appliance sizing, and the status of the remediation effort.
Quarterly Summary	Summary of the current state of the client's Riverbed SteelHead environment, including a comparison with the initial audit findings to track overall progress and recommended next steps to reach the desired final state, performed at the beginning of each quarter, covering the prior quarter's data (four total Quarterly Summaries will be performed over the contract period).
Business Value Analysis Report	Report on the value and ROI approximation obtained from the Business Value Analysis using supporting data from the application performance output.

Scope

All SteelHead Data Center Performance Services listed in this document are delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. This service does not include any Riverbed products. All Riverbed products must be purchased separately.

If the SteelHead Data Center Performance Service is desired for additional products exceeding the quantities set forth above for any given product family, additional SteelHead Data Center Performance Service packages must be purchased to cover the additional applicable products for which SteelHead Data Center Performance Services are required.

The SteelHead Data Center Performance Service is offered on a 12-month contract period. All features and quantities listed in the Service Feature table are offered over the 12-month contract period and may not be used after such contract period has expired.

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 in full in advance; no monthly billing is available.
- 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.

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