

# Rapidly Diagnose Issues to Restore Performance

## Quickly Get Underperforming Applications Back up to Speed

Users expect instant access and a consistent experience with their applications. However, performance problems will inevitably disrupt application availability and functionality from time to time, leading to lost revenue, damaged brand reputation, and increased management costs.

Mitigate the impact of issues as they arise with the Application Performance Diagnostic Service from Riverbed Professional Services (RPS). Using Riverbed® SteelCentral™ application performance management tools and proven methodologies, RPS will identify potential causes of issues and provide recommendations that may improve application performance.

RPS will gather detailed performance information about the network, the application, and the end user

using available data sources to rapidly quantify and isolate bottleneck tiers. Once those bottlenecks are discovered, deeper analysis is performed to determine potential causes, including but not limited to bandwidth-related delay, packet loss, application chattiness and latency delay, TCP receive windows, browser delays, server resource exhaustion, database performance issues, and poorly performing application code.

Engage RPS for the Application Performance Diagnostic Service to achieve the following outcomes:

- Reduced mean time to resolution
- Highly granular visibility into application performance issues
- Action plan to help prevent performance problems from recurring

## Key Service Benefits

- Leverages Riverbed solutions and experienced consultants to quickly triage application performance issues
- Delivers a performance assessment at the user, component, and code level
- Provides expert recommendations to improve end-to-end application response time
- Helps reduce downtime, disruption, and cost associated with performance issues

## Service Overview

RPS leverages proven, repeatable application performance diagnostic methodologies to ensure consistent and positive outcomes. The Application Performance Diagnostic Service is delivered through the following phases:

### Phase 1: Plan

Lay the foundation for a successful engagement by reviewing requirements, collecting information pertaining to the environment, and designing a solution to best serve data collection and analysis needs.

### Phase 2: Collect

Instrument the environment with the required Riverbed solutions, and validate data collection for recommended visibility.

### Phase 3: Analyze

Analyze data from the deployed Riverbed solutions, extracting information to identify key findings based on engagement objectives.

### Phase 4: Report

Create and deliver the final report, detailing the findings and recommendations to help achieve desired outcomes.

## Application Performance Diagnostic Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, two different packages of the Application Performance Diagnostic Service are available: Standard and Advanced. The Standard service provides up to 10 business days of Riverbed product setup, data collection and validation, analysis, and report generation and delivery, while the Advanced service provides up to 20 business days of Riverbed product setup, data collection and validation, analysis, and report generation and delivery. The following table identifies the service features included in each phase and highlights the differences between each package. Service features identified in the table are further described in the Service Feature Definitions section of this document.

Service Phase	Service Feature	Standard Service	Advanced Service
Phase 1: Plan	Analysis Planning	✓	✓
Phase 2: Collect	Solution Implementation	SteelCentral Transaction Analyzer and either AppInternals or AppResponse at one site	Necessary SteelCentral solutions as determined by RPS at up to two sites
	Data Collection	✓	✓
	Data Validation	✓	✓
Phase 3: Analyze	Bottleneck Tier Identification	✓	✓
	Problem Quantification	✓	✓
	Selected Transaction Analysis	Up to five transactions	Up to 10 transactions
	Application Performance Analysis		✓
Phase 4: Report	Final Report	✓	✓
	Observed Slow Transactions Report		✓
	Comparison Report Templates		✓

A Rapid Response add-on service is available for both Standard and Advanced services to remotely start the engagement within two business days after Riverbed's acceptance of (1) the applicable order issued to Riverbed by you (if you are purchasing directly from Riverbed) or (2) the applicable order issued to Riverbed by the applicable channel partner (if you are purchasing through an authorized Riverbed channel partner). Rapid Response engagements require initial analysis using Riverbed software products.

## Products

The following products may be used during the course of the engagement:

Service	Applicable Products
Standard	<ul style="list-style-type: none"> <li>Up to one license for SteelCentral Transaction Analyzer</li> </ul> Either of the following may be used at one location: <ul style="list-style-type: none"> <li>Up to 50 agent licenses of SteelCentral AppInternals v10</li> <li>One SteelCentral AppResponse (up to 5100 model) appliance</li> </ul>
Advanced	Any combination of the products used in the Standard service may be used, as determined by RPS, at up to two locations.

Product usage bundle add-on SKUs for packaged services are available if the necessary products (as defined by RPS) are not available for use. Please refer to the [Product Usage Bundle Description](#) document for more information.

## Service Feature Definitions

Service Feature	Definition
Analysis Planning	Determine the appropriate solution set and instrumentation points to collect optimal data for performance diagnostic analysis.
Solution Implementation	Install and configure the products listed above.
Data Collection	Collect application performance data specific to in-scope applications and transactions from the implemented Riverbed solutions.
Data Validation	Validate the required data coverage for proper performance analysis is being collected.
Bottleneck Tier Identification	Identify the primary server or service responsible for application performance problems, based on collected and analyzed data.
Problem Quantification	Determine actual problem impact and timeline based on collected data.
Selected Transaction Analysis	Conduct detailed transactional analysis of the identified workflow units (transactions), showing specific causes of delay. Transaction examples include "login," "data entry," "search for object," etc.
Application Performance Analysis	Analysis of holistic application performance in relation to identified transactions, providing additional systemic information about contributing factors to poor application performance, including any observed resource limitations and correlated issues across the entire data collection set.
Observed Slow Transactions Report	Report providing high-level analysis on transactions observed to be underperforming, beyond identified transactions.
Final Report	Final engagement report containing executive summary, analysis of findings, and recommendations on next steps towards improving application performance.
Comparison Report Templates	Report templates that enable customers to easily assess the application performance impact of implementing RPS recommendations from the Final Report by comparing pre-change performance to post-change performance. Report templates are for customers who both implement RPS recommendations and maintain the recommended Riverbed product deployment.

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## Scope

The Application Performance Diagnostic 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. All Riverbed products or product usage, as applicable, must be purchased separately. Riverbed products the customer currently owns may be used; otherwise, RPS will provide the appropriate products if the customer purchases the applicable product usage add-on services.

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## 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](mailto: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. Fees for product usage and/or Rapid Response add-on services may be invoiced upon Riverbed's acceptance of the applicable order.
- 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](http://www.riverbed.com/termsandconditions/professionalservices) (if you are a Riverbed customer) or at [www.riverbed.com/partnerprofessionalserviceterms](http://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.

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

