

Accelerate Your Riverbed® SteelConnect™ Deployment and Time to Value

Proven Methodologies to Increase Adoption and Deliver the Promise of SD-WAN Agility and Cost Reductions

The wide area network (WAN) is critical to delivering today's business innovations. However, traditional WAN architectures are complex, rigid, costly to manage, and can't keep up with business demands. As a result, your organization has decided to rethink the enterprise WAN with Riverbed® SteelConnect™ SD-WAN solutions for fast, agile, and secure application delivery across the hybrid enterprise.

To quickly realize the benefits of SteelConnect, you need expert guidance on how to operationalize the solutions within your IT environment.

From routing, switching, and wireless, you need a turnkey service to deploy SteelConnect while enabling your team to better understand the technology and kick-start a successful enterprise deployment.

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

- Custom deployment design tailored to your environment and business objectives
- Integration between relevant SteelConnect capabilities and your environment
- Rapid business use case justification for your investment in SteelConnect
- 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

Service Overview

RPS leverages proven, repeatable implementation methodologies to ensure consistent and positive outcomes. The SteelConnect Implementation Service is delivered through the following phases:

Phase 1: Plan

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

Configure the products to enable immediate business value that matches the requirements gathered in Phase 1.

Phase 4: Document

Document best practices for deployment, configuration, maintenance, and usage.

SteelConnect Implementation Service

To provide added flexibility when addressing unique customer requirements and desired business outcomes, two different packages of the SteelConnect Implementation Service are available: Standard and Advanced. RPS recommends purchasing one week of Travel & Expense (T&E) for on-site design discussions and on-site implementation. The following table identifies the service features included in each phase and highlights the difference 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	Solution Planning	✓	✓
	Solution Design	✓	✓
Phase 2: Configure	SteelConnect Manager Configuration	✓	✓
	Branch SteelConnect Configuration	✓	✓
	Data Center SteelConnect Configuration	Up to two (2) SDI-1030 gateways	Up to three (3) SDI-5030s gateways and up to two (2) SteelHead Interceptors
Phase 3: Enable	SteelConnect Device Rollout	✓	✓
	SteelConnect Implementation Validation	✓	✓
Phase 4: Document	As-Built Document	✓	✓

Products

The applicable products that will be configured as part of the services provided for each package version are as follows. Other SteelConnect products, including switches and wireless access points, require additional Time and Materials (T&M) custom scoping.

Service	Applicable Products
Standard Implementation	<ul style="list-style-type: none">Up to two (2) SteelConnect SDI-130/330 gateways per branch, for up to two (2) branchesUp to two (2) SteelConnect SDI-1030 gateways in one data center
Advanced Implementation	<ul style="list-style-type: none">Up to two (2) SteelConnect SDI-130/330 gateways per branch, for up to two (2) branchesUp to three (3) SteelConnect SDI-5030 gateways in one data centerUp to two (2) SteelHead Interceptor appliances in one data center

Service Feature Definitions

Service Feature	Definition
Solution Planning	Review requirements, collect site information, and plan high-level activities required to accomplish the implementation tasks including creation of rollout sequence plan, change window coordination plan, validation plan and Rollback Plan.
Solution Design	Review customer's network, application, and management system architecture, determine configuration required, and provide guidance for product deployment. Design activities include network connectivity design, addressing and zoning design, VPN design, routing design, and policy rules design.
SteelConnect Manager Configuration	Configure SteelConnect Manager with role-based user accounts, permissions and notifications for software maintenance schedules.
Branch SteelConnect Configuration	Configure SteelConnect branch gateways, in primary or HA configuration as per solution design. Configuration includes zones, routing, VPNs and policies.
Data Center SteelConnect Configuration	Configure SteelConnect data center gateways and SteelHead Interceptor appliances (Advanced Service only) in a data center. Configuration includes zones, routing, VPNs and policies.
SteelConnect Device Rollout	Deploy SteelConnect devices in SteelConnect Manager during the Change Window. This includes registration of physical SteelConnect appliances in the SteelConnect Manager. Physical device power and cabling must be done by Customer or assigned third party prior to device rollout.
Change Window	Period of up to eight (8) hours, during which RPS and the customer will perform activities identified in the change window coordination plan.
SteelConnect Implementation Validation	Validate connectivity and functionality of the SteelConnect components in accordance with the Solution Design. If validation fails (as jointly determined by RPS and the customer), the Rollback Plan will be executed and customer will have six (6) months from the applicable order date to reschedule the implementation.
Rollback Plan	Collaborate with the customer to plan an operation to return customer's network to pre-deployment state if validation fails (as jointly determined by RPS and the customer).
As-Built Document	Documentation detailing deployment and configuration performed as part of the Riverbed product implementation.

Scope

All SteelConnect Implementation Services listed in this document are delivered remotely unless applicable Travel & 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 must be purchased separately.

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 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.

