Now that you’ve experienced the benefits of our solutions through a completed proof-of-concept (POC) or initial deployment, you’re ready to take the next step in realizing the full potential of your investment. Yet, there is a tremendous amount of planning, integration, installation, and configuration work that must be accomplished before transitioning to a production environment. To ensure that your Riverbed solution is fully integrated with your specific business processes and production ready, you need answers to these critical questions:

» How do I cost-effectively bridge the gap between an initial deployment and my vision for the ultimate solution?
» Is my base implementation architected to address my entire network?
» Do I need to upgrade or can I leverage the hardware and software I already own?
» How will additional equipment be integrated into my production solution?
» How do I ensure my Riverbed solution will work with other products in my network?
» Can I convert or cut over the data I’ve accumulated to the production environment?
» How will I support my investment post-implementation with in-house staff or external support services?
» How do I align my investment with the business processes it supports?
» How do I validate my production solution design will meet future business requirements?

Riverbed Professional Services (RPS) provides Cascade ROI Accelerator Services focused on architecture verification, production readiness, business alignment, size and capacity guidance, and deployment best practices. The results provide assurance of the performance and scalability of the production solution; integration with business processes, reduction of implementation risk, and accelerated payback.

**Key benefits**

- Minimize time to value by leveraging Riverbed’s proven methodologies, tools, and expertise
- Avoid costly mistakes and minimize disruptions to internal and client-facing operations
- Reduce the technical risk and cost in upgrade and implementation
- Free your IT staff to focus on other business priorities
- Enjoy peace of mind with a ready-to-run, vendor-validated solution
- Rapidly justify your business case and investment in Riverbed solutions
Service overview

Upon completing a pre-engagement consultation and confirming a start date, your assigned Riverbed consultant and delivery lead will perform six phases of activity.

Phase 1: requirements gathering
- Evaluate the current environment: ensure that all POC assumptions have been proved and determine what’s necessary to ensure extensibility into the production environment
- Understand specific business goals, and the people and processes that will benefit from the solution
- Determine the level of communication and integration that is required with other systems, technologies, and processes
- Identify additional service and hardware requirements
- Collect POC information such as network diagrams, performance reports, or appliance configuration files

Phase 2: success definition
- Define and obtain consensus on production success criteria and key metrics
- Document functional, hardware, and configuration requirements
- Outline deliverables, planned resources, and timelines
- Identify user acceptance (UA) criteria and who will be involved in the UA process

Phase 3: configuration migration
- Prepare the production environment
- Migrate base configurations ensuring that the installation and functionality mirror or extend that of the POC
- Configuration migration includes, but is not limited to, host groups, definitions, and service maps
- Upgrade existing and implement new production equipment

Phase 4: service tuning/service expansion
- Tune existing services to proper thresholds and alerting levels
- Configure additional service maps (e.g., Microsoft® Exchange, SharePoint, Lync, etc.)
- Integrate optimization monitoring of Riverbed® Steelhead® appliances (if applicable)
- Create dashboards and schedule reports

Phase 5: production validation
- Ensure data collection, reporting, and configurations perform as designed
- Deliver finalized service mappings, which are completely tuned and ready for production traffic
- Schedule automated backup of production configuration files
- Confirm UA criteria are met

Phase 6: knowledge transfer
- Facilitate hands-on operational workshop(s)
- Address maintenance, use, and administration of Riverbed solutions

Scope and pricing

Riverbed’s Cascade ROI Accelerator Service accommodates varying levels of assistance. You can choose to manage the majority of go-live tasks and phases internally, with the assistance of a trusted Riverbed consultant – or you can engage Riverbed to manage key deployment activities and limit your project team effort. Services can be delivered on-site or remotely to address initial needs to ongoing transitional services. Scope and pricing is based on environmental, application, service level, and Riverbed product variables. Contact your Riverbed Professional Services sales representative for pricing information or send your inquiry to proserve@riverbed.com.

Build a foundation for stability and performance

Find out more about Riverbed’s Cascade ROI Accelerator Service or any other Riverbed Professional Services offerings at www.riverbed.com/services-training.