

Accelerate Payback and Minimize Risk

Ensure a Smooth Transition to New Generation Technology

You rely on Riverbed® SteelCentral™ AppResponse appliances for end-user experience monitoring, deep network intelligence, and visibility into application performance problems. As a critical tool for your business, you've decided to upgrade your SteelCentral AppResponse deployment to take advantage of new features and integration capabilities to better support future IT initiatives.

Achieve a faster time to value with the SteelCentral AppResponse Upgrade Implementation Service.

Whether you're upgrading software or hardware or implementing new capabilities, Riverbed Professional Services (RPS) ensures a smooth transition and accelerates your deployment.

To begin the engagement, a Riverbed project manager will meet with you to address engagement planning and execution activities, including technical and logistical prerequisites and target completion dates. When appropriate, a Riverbed consultant will be assigned to thoroughly assess your current deployment and develop and execute a detailed set of recommendations to improve performance and meet business and technology upgrade objectives.

Key Service Benefits

- Minimize downtime with a smooth transition to new software and appliances
- Accelerate implementation of new features and integration capabilities available with the latest software and hardware
- Reduce risk and costs by leveraging Riverbed consultants and proven best practices
- Enhance utilization of new capabilities and improve network and application reporting, monitoring, and visibility
- Maximize the performance and stability of your SteelCentral AppResponse deployment
- Free your IT staff to focus on core business functions

Service Overview

Armed with extensive knowledge of your environment and Riverbed best practices, the consultant will execute the following phases of activity:

Phase 1: Analyze

- Understand and document all requirements, risks, dependencies, success criteria, and expectations
- Define and document upgrade objectives and feature requirements (current and future)
- Evaluate current deployment and configuration, including current appliance health and monitoring coverage
- Define disposition plan for existing appliances
- Understand existing project dependencies and timelines
- Understand change control processes and outage requirements
- Aggregate and investigate collected data and document findings and recommended actions

Phase 2: Design

- Recommend optimal upgrade path, including any changes to module configuration or installation
- Develop deployment plan and timeline for optimal appliance upgrade schedule and enablement of new features
- Provide validation plan for post-upgrade success determination
- Create and present executive summary presentation and detailed report of findings, recommendations, and deployment plan to designated customer personnel

Phase 3: Enable

- Following defined plan, perform a fast recovery from existing appliance to its replacement
- Update configuration of appliance or network span configuration as detailed in upgrade plan
- Validate each new appliance is functioning properly and providing desired business value

Phase 4: Operate

- Conduct knowledge transfer on new product features as well as operation and maintenance of appliances
- Create environment-specific knowledge base documentation
- Project manage disposal of existing appliances based on disposition plan

Phase 5: Evolve

- Review additional Riverbed technologies and services and create a roadmap for enablement of new features and capabilities

Scope and Pricing

The SteelCentral AppResponse Upgrade Implementation Service is performed both on-site and remotely. Tiered packages are available, which are priced according to the number of appliances in your SteelCentral AppResponse deployment.

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.

Learn more about our other Professional Services offerings at www.riverbed.com/services-training.

Related services

SteelCentral AppResponse Upgrade Readiness Service assesses the business benefits of upgrading and develops an optimal plan to implement new capabilities from the newest SteelCentral AppResponse appliances.

Resident Consultant Service leverages an RPS consultant with deep product expertise and extensive implementation experience, who works daily with your staff to execute business integration, design, deployment, configuration, maintenance, and management activities.

Technology Adoption Service accelerates and increases the adoption and value of your Riverbed solutions through the development of best practice operational processes linked to your desired business outcomes.

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-training.

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