

# Accelerate Payback and Minimize Risk

## Ensure a Smooth Transition to the Latest SteelHead Technology

You rely on Riverbed® SteelHead™ appliances to enhance IT visibility and control and accelerate applications for end users everywhere. As a critical enabler of your business, you've decided to upgrade your SteelHead technology to unlock the latest solution capabilities and support future IT initiatives.

Achieve a faster time to value with the SteelHead Upgrade Implementation Service from Riverbed Professional Services (RPS).

Whether you're upgrading software or hardware or implementing new capabilities from the latest generation of SteelHead products, RPS ensures a smooth transition and accelerates your deployment.

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

## Key Service Benefits

- Minimize downtime by ensuring a smooth transition to new SteelHead software versions and appliances
- Accelerate implementation of new and unique capabilities such as the secure web proxy and expanded support for leading SaaS applications
- Reduce risk and costs by leveraging Riverbed consultants and proven best practices
- Enhance utilization of new capabilities to further reduce bandwidth usage, errors, and network overhead
- Maximize the performance and stability of your deployment
- Free your IT staff to focus on core business functions
- Become better prepared to enable future IT initiatives

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## 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

- Evaluate existing optimization platforms, systems, and versions
- Evaluate current architecture, design, configurations, and performance levels
- Define customer upgrade objectives and future feature set requirements
- Understand existing project dependencies and timelines
- Assess security requirements, change control processes and windows, and uptime and outage requirements

### Phase 2: Design

- Recommend the proper hardware and software versions and upgrade paths
- Recommend the right model and quantity of SteelHead appliances based on number of users, bandwidth requirements, and the applications used at the deployment site(s)
- Develop phased deployment plan for new or advanced features
- Review and verify recommendations for the most efficient cutover strategy
- Create and distribute SteelHead upgrade implementation project timeline

### Phase 3: Enable

- Deploy hardware and code in advance of scheduled downtimes
- Provide online support and/or execution of code upgrades
- Project manage global, multi-site logistics for provisioning, shipping, and recycling SteelHead appliances
- Provide local resources for physical installation (racking and cabling)
- Validate features enabled by previous software versions function as designed
- Ensure applicable integrations with Riverbed® SteelCentral Controller™ for SteelHead, Active Directory, and other solutions remain operational

### Phase 4: Operate

- Administer knowledge transfer of basic SteelCentral Controller/SteelHead operation and maintenance tasks
- Conduct a knowledge transfer session on new product features
- Create environment-specific knowledge base documentation

## Phase 5: Evolve

- Provide knowledge transfer on routine maintenance of SteelHead appliances and SteelCentral Controller
- Create a roadmap review cycle to maintain optimal Riverbed infrastructure and configurations
- Create a deployment plan for new feature enablement
- Coordinate delivery of purchased add-on and recommended services

Upon completion of the SteelHead Upgrade Implementation Service, the RPS consultant will deliver a final report that summarizes the engagement and defines any potential follow-up services.

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## Scope and Pricing

The SteelHead 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 SteelHead estate.

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).

Learn more about our other Professional Services offerings at [www.riverbed.com/services-training](http://www.riverbed.com/services-training).

## Related services

**Optimization Assurance Service for SteelHead** corrects SteelHead deployment issues, improves application acceleration, and quantifies the business value of your current SteelHead investment and/or an upgrade.

**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.

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

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