SteelHead Implementation Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, Riverbed provides two SteelHead Implementation Service offerings for new SteelHead implementations: Standard and Advanced. The following table identifies the service features included and highlights the differences between each package. The Standard offering is available for all SteelHead appliances except for CX5000 and CX7000 models. The Advanced offering is available only for SteelHead CX5000 and CX7000 models. Services identified as an "Add-on" in the table below are optional services that are not included in the SteelHead Standard and Advanced Implementation Services and require a separate purchase. Service features identified in the table below are further described in the Service Feature Definitions section of this document. Please refer to the offering menu for how many GCS Credits this offering consumes.

Service Feature	Standard Offering (Excludes CX5000 and CX7000 models)	Advanced Offering (Applies to CX5000 and CX7000 models only)
Solution Planning	✓	✓
Solution Design	✓	✓
Rack and Stack	Included with separate purchase of SteelHead Appliance Rack and Stack Add-on*	Included with separate purchase of SteelHead Appliance Rack and Stack Add-on*
Base Configuration	✓	✓
SteelHead Controller Configuration	✓	✓
Large Office/Data Center SteelHead Configuration		✓
Branch SteelHead Configuration	✓	
Non-encrypted WAN Optimization	✓	✓
Management System Integration	✓	✓
Encrypted Microsoft WAN Optimization	Included with separate redemption of SteelHead Advanced On-Prem Microsoft Services Add-on offering	Included with separate redemption of SteelHead Advanced On-Prem Microsoft Services Add-on offering
SteelHead Controller Integration	✓	✓
As-built Document	✓	✓
Branch Deployment Guide	✓	✓

*These Add-on services must be purchased separately and are not eligible services for redemption of GCS Credits.

Riverbed also offers SteelHead Branch Appliance Implementation Services and SteelHead Large Office/Data Center Appliance Implementation Services for expanding existing SteelHead solution implementations. These offerings can also be combined with the SteelHead Implementation Service offerings defined above to support additional appliance implementations. The following table identifies the service features included for these services. The Branch Appliance Service is available for all SteelHead appliances except for CX5000 and CX7000 models. The Large Office/Data Center Appliance Service is available only for   SteelHead CX5000 and CX7000 models. Services identifies as an "Add-on" in the table below are optional services that are not included in the SteelHead Branch and Large Office/Data Center Appliance Implementation Services and require a separate purchase. Service features identified in the table below are further described in the Service Feature Definitions section of this document. Please refer to the offering menu for how many GCS Credits these offerings consume.

Service Feature	Branch Appliance (Excludes CX5000 and CX7000 models)	Large Office/Data Center Appliance (Applies to CX5000 and CX7000 models only)
Solution Planning	✓	✓
Solution Design		
Rack and Stack	Included with separate purchase of SteelHead Appliance Rack and Stack Add-on*	Included with separate purchase of SteelHead Appliance Rack and Stack Add-on*
Base Configuration	✓	✓
Branch SteelHead Configuration	✓	
Large Office/Data Center SteelHead Configuration		✓
WAN Optimization Integration	✓	✓
Management System Integration		
SteelHead Controller Integration		
As-built Document		

*These Add-on services must be purchased separately and are not eligible services for redemption of GCS Credits.

Riverbed also offers Client Accelerator Implementation Services and SteelHead Interceptor Appliance Implementation Services for expanding existing SteelHead solution implementations. These offerings can also be combined with the SteelHead Implementation Service offerings defined in the tables above to support additional appliance implementation. The following table identifies the service features included for these services. Service features identified in the table below are further described in the Service Feature Definitions section of this document. Please refer to the offering menu for how many GCS Credits these offerings consume.

Service Feature	Client Accelerator	SteelHead Interceptor
Solution Planning	✓	✓
Solution Design	✓	✓
Base Configuration	✓	✓
Large Office/Data Center SteelHead Configuration		✓
Branch SteelHead Configuration		
WAN Optimization Integration	✓	✓
Management System Integration	✓	✓
SteelHead Controller Integration	✓	✓
As-built Document	✓	✓

Products

The applicable products that will be configured as part of each offering of the SteelHead Implementation Services are as follows:

Service Offering	Applicable Products
Standard Implementation	Up to five SteelHead appliances (excludes CX5000 and CX7000 models)
Advanced Implementation	Up to two data center SteelHead appliances at a single site (applies to CX5000 and CX7000 models only)
Branch Appliance Implementation	Up to two SteelHead appliances (excludes CX5000 and CX7000 models)
Large Office/Data Center Appliance Implementation	Up to two data center SteelHead appliances at a single site (applies to CX5000 and CX7000 models only)
Client Accelerator Implementation	Up to one Client Accelerator Controller at a single site and up to 10 Client Accelerator clients
Interceptor Appliance Implementation	Up to two SteelHead Interceptor appliances at a single site
Rack and Stack Add-on	Up to two SteelHead appliances at a single site (includes T&E). Must be purchased separately and are not eligible services for redemption of GCS Credits.
On-Prem Microsoft Services Add-on	Up to five SteelHead appliances and SteelHead Controller integration. Up to one WinSec Controller (physical or virtual). 75 GCS Credits may be redeemed for this Add-on service.

Service Feature Definitions

Service Feature	Definition
Solution Planning	Review requirements and plan high-level activities required to accomplish the implementation tasks with the customer.
Solution Design	Review customer's network, application, and management system architecture, determine configuration required, and provide guidance for product deployment.
Rack and Stack	Rack and stack of up to two SteelHead appliances at a single site included with the separate purchase of the SteelHead Appliance Rack and Stack Add-on.
Base Configuration	Initial configuration of appliance, including management interface, in-path interface, hostname, RiOS version, etc.
SteelHead Controller Configuration	Configure a SteelHead Controller appliance with grouping and configuration policy structure.
Large Office/Data Center SteelHead Configuration	Configure a large office or data center SteelHead appliance (applies to CX5000 and CX7000 models only).
Branch SteelHead Configuration	Configure a branch SteelHead appliance (excludes CX5000 and CX7000 models).
Non-encrypted WAN Optimization	Enable optimization using Layer 7 optimization features for non-encrypted applications, including SMB, HTTP, MAPI, Citrix, Lotus Notes, etc., and tuning using in-path rules.
Management System Integration	Integrate built-in management capabilities, which include SNMP, Syslog, email notifications, and alarm management.
Encrypted Microsoft WAN Optimization	Enabling Windows Active Directory integration, optimization of encrypted Exchange (HTTPS/ MAPI), encrypted SharePoint (HTTPS), signed SMB, and secure peering. Included with the separate redemption of the SteelHead Advanced On-Prem Microsoft Services Add-on.
SteelHead Controller Integration	Enable management capability of SteelHead, Client Accelerator, and SteelHead Interceptor appliances through the SteelHead Controller.
As-built Document	Documentation detailing deployment and configuration performed as part of the Riverbed product implementation.
Branch Deployment Guide	Documentation detailing procedures for deploying additional branch office SteelHead appliances.
WAN Optimization Integration	Integrate SteelHead, Client Accelerator, and SteelHead Interceptor appliances into the existing WAN optimization solution.

Invoicing and Pricing

For pricing information, please contact your Riverbed Global Customer Success representative at gcs-credits@riverbed.com or learn more at riverbed.com/gcs-credits.

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 GCS Credits and professional services provided by Riverbed are subject to the applicable professional services terms and conditions available at www.riverbed.com/servicesterms ("Agreement"). In the event of a conflict between this brochure and the Agreement, the Agreement will govern with respect to the subject matter of the conflict.