

riverbed

GLOBAL USER CONFERENCE 2021

THE NEW HORIZON

VISIBILITY, SECURITY, & PERFORMANCE FOR THE MODERN, HYBRID ENTERPRISE

AGENDA GUIDE

NAVIGATE THE CONFERENCE

Thank you for participating in the Global Riverbed User Conference 2021.

We appreciate you taking the time to virtually learn, discover, and connect with industry leaders, Riverbed experts, customers, and partners.

There are over 50 sessions and 35 hours of content that you can access when the event launches and over the coming weeks and months on demand. On the day of the show, select and join the sessions at the designated time. All sessions will be open for on-demand viewing after the show finishes.

Simply save your registration information and password to access the event anytime, anywhere.

If you need assistance, please contact the event team at riverbed@meetingexpectations.com

Enjoy the show!
The Riverbed Team
www.riverbed.com/userconference

MAIN STAGE

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BUSINESS AND TECHNICAL BREAKOUT SESSIONS

07	Customer and Partner
09	Visibility
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ON DEMAND

19	Visibility and Security
22	Performance

KEYNOTES

8:00 – 8:20 **LOBBY OPENS**

8:20 – 8:30 **WELCOME**

Subbu Iyer - *Chief Marketing Officer, Riverbed*

8:30 – 9:00 **MASTERING THE NEW HORIZON: VISIBILITY, INSIGHTS, AND PERFORMANCE FOR THE MODERN HYBRID ENTERPRISE**

Speaker

Dan Smoot - *President and CEO, Riverbed | Aternity*

Guest Speakers

Kelly Ahuja - *CEO, Versa Networks*

Doug Horner - *Senior Vice President, Alaska USA Federal Credit Union*

The New Horizon is digital-first and hybrid by design, with an acceleration of cloud and SaaS technologies that are enabling employees to collaborate and engage with each other and customers from anywhere, anytime on any device. In this segment, Riverbed CEO Dan Smoot, and special guests, will outline the transformational shifts underway, new complexities as we extend hybrid work environments, and what is needed to successfully move forward in this new world. Dan will share a vision of how Riverbed can help your organization deliver new levels of visibility, with actionable insights, that drive network and application performance and greater business outcomes so you can reap the full benefit of your next-generation work environments.

9:00 – 9:20 **FAST, FORWARD, AND FOCUSED: TRENDS, THREATS, AND KEEPING UP IN A FAST-PACED WORLD**

Speaker

Robert Herjavec - *Dynamic entrepreneur, business leader, bestselling author, and leading shark on ABC's hit show Shark Tank*

9:20 – 9:35 **BEYOND END-TO-END VISIBILITY: THE GROWING DEMAND FOR INSIGHTS AND ACTION**

Guest Speakers

David DeVoucalla - *Manager, Global Monitoring Operations, Shell Information Technology International, Inc.*

Stacie Sloane - *Vice President, Marketing, Riverbed*

Join Stacie Sloane from Riverbed as she connects with valued customer David DeVoucalla at Shell to discuss the evolution of end-to-end visibility at Shell and how Shell responded to the impact of COVID-19. David will also share his perspective on data, contextual correlation, and the need for actionable insights that guide Shell into the New Horizon.

9:35 – 9:45 **BREAK**

KEYNOTES

9:45 – 10:20 **DELIVERING ACTIONABLE INSIGHTS FOR A TRANSFORMATIVE FUTURE**

Speaker

Bob Agnes - *Chief Operating Officer, Riverbed*

Guest Speaker

Tyler Bryson - *Corporate Vice President,*

Global Partner Solutions, Microsoft

Jim Hansen - *Senior Vice President,*

Product Management, Riverbed

Modern, hybrid networks are more complex than ever. Explosive growth in remote work, cloud migration, and SaaS adoption have expanded the network and its threat plane. Today, users are everywhere, and the network has stretched to meet them. Some of it you control; some you don't. But all of it affects the experience of your employees, customers, and partners. Poor performance, compromised security, and lack of visibility to solve the simplest of end-user issues can severely impact team productivity, customer loyalty, and brand value. Join Bob Agnes and Jim Hansen as they bring to focus Riverbed's product direction and plans that will help IT organizations do their jobs more effectively, more quickly resolve complex network issues, and achieve actionable insights from the Riverbed portfolio of products. He'll be joined by Tyler Bryson, Microsoft's Corporate Vice President of Global Partner Solutions, to discuss how Microsoft has joined forces with Riverbed to deliver on this vision and drive transformative future outcomes.

10:20 – 10:40 **DATA, SCIENCE, INTUITION, AND INSIGHT FROM THE POKER TABLE FOR THE BOARDROOM**

Speakers

Liv Boeree - *Professional Poker Player, Astrophysicist,*

Philanthropist, and Decision-Making Expert

Subbu Iyer - *Chief Marketing Officer, Riverbed*

10:40 – 11:00 **BREAK**

11:00 – 11:30 **RIVERBED SOLUTION ROADMAP: VISIBILITY**

Speaker

David Winikoff - *Vice President Product Management, Riverbed*

We live in a world where change is happening at breakneck speeds. We are multitasking and diving into details in real time. When everything is working, disasters are averted throughout the day and work is achieved. What happens when everything isn't working? Who is impacted? Are your customers experiencing delays that could impact satisfaction? The purpose of visibility is to understand how many people are experiencing a performance problem and the extent to which they're impacted. While many tools are limited, Riverbed offers the depth and breadth to find the root cause of performance issues and return to optimal working order. Join Riverbed's David Winikoff for an overview of capabilities across the network performance management portfolio that will help you get the most value from your on-premises, IaaS cloud, and SaaS application investments. This session will cover:

- Capturing, storing, and analyzing packet-level communications from data center, virtualized, and cloud-based environments.
- Understanding your total network environment based on flow records from network and cloud-based sources.
- Interpreting the status and health of your network infrastructure, as reported by the network devices themselves.
- Creating customized views of network and application performance based on all the data sources that Riverbed is monitoring at high granularity, without sampling.
- Product lines covered in this session include AppResponse, NetProfiler, NetIM, and Portal.

KEYNOTES

11:30 – 12:00 **RIVERBED SOLUTION ROADMAP: PERFORMANCE**

Speaker

Rich Faris - *Director Product Management, Riverbed*

Bandwidths are increasing, but are SLAs improving as a result? Your application traffic may transport 30 to 100 msec from some sites to others, resulting in reduced performance for your employees. But there's good news: Application and latency optimization can be coupled with SDWAN to provide the flexibility—and performance—you want. Join Riverbed's Rich Faris for an overview of recently added and soon-to-be available capabilities across the SDWAN/SASE application acceleration and network optimization parts of the Riverbed portfolio. In this session, Rich will highlight key new features and share the near-term roadmap that will help you get the most value from on-premises, IaaS cloud, and SaaS application investments, for users working from anywhere. Learn about:

- SteelConnect EX SDWAN coupled with SteelHead WANOP for a 1+1=3 experience.
- New product capabilities to extract more value from your existing investment through optimization of encrypted applications.
- Better methods to optimize storage traffic.
- Product lines covered in this session include SteelConnect, SteelHead, SaaS Accelerator, Cloud Accelerator, and Client Accelerator.

12:00 – 12:30 **BREAK**

BUSINESS AND TECHNICAL BREAKOUT SESSIONS

SIMULIVE/PRE-RECORDED

CUSTOMER AND PARTNER

12:30 – 1:00 **TECHNOLOGY ENABLES MANE TO DELIVER COST SAVING AND REDUCE PROVISIONING TIME DRAMATICALLY**

Speakers

Benjamin Serre - *CTO MANE*

Eric Ferrari - *Director Solutions Engineering, Riverbed*

MANE, an international perfumery company with a workforce of 6,500 employees across 38 countries, has embarked on a digital transformation journey to improve connectivity and integrate its affiliate companies. In this session, MANE's Global CTO will share the challenges he faced; why he selected Riverbed's SD-WAN and NPM solutions; the importance of visibility, security, and control; along with the significant benefits MANE has realized so far.

1:00 – 1:30 **HOW PERENTI IMPROVED APPLICATION PERFORMANCE**

Speakers

Luke Notley - *Group Manager Technology,*

Planning and Architecture, Perenti

Jamie Herkes - *Regional Sales Manager, Riverbed*

Perenti is a diversified mining services company listed on the Australian Securities Exchange (ASX: PRN). Since the company's formation in Kalgoorlie in 1987, Perenti has grown significantly, and the Perenti group of companies now has operations and offices across 13 countries and is involved in some of the world's largest surface and underground mining projects.

Join Luke Notley from Perenti to learn how the company leveraged Riverbed acceleration solutions to improve its application performance, including SaaS at all of its remote locations, which are heavily reliant on 5 to 10 MB satellite links. You'll hear several examples of successful implementations that changed the workflow, including the optimization of Microsoft Teams and Streams.

1:30 – 2:00 **MODERN VISIBILITY FOR EXPONENTIAL DIGITAL BANKING GROWTH – THE HALKBANK STORY**

Speakers

Namık Kemal Uçkan - *Head of Information*

Technology Operations, Halkbank

Mehmet Arpa - *IT Manager, Service Monitoring*

and Operations, Halkbank

Charbel Khneisser - *Regional Director Solutions Engineering, Riverbed*

Halkbank, Turkey's third-largest bank, with over 3.8 million digital customers, offers a prime example of how strategic IT investments can help financial institutions capitalize on the exploding demand for digital services. In this session, Halkbank's Head of IT Operations and its IT Manager share how end-to-end visibility is the foundation of the bank's digital transformation, enabling it to proactively mitigate performance issues, eliminate application downtime, and elevate digital experiences for customers and employees alike.

2:00 – 2:30 **THE IMPORTANCE OF HIGH-FIDELITY DATA IN AI OPS**

Speakers

Tanner Bechtel - *Global Director, Artificial Intelligence IT*

Operations (AIOps), Worldwide Technology (WWT)

Brad Wood - *Sr. Vice President, Riverbed*

Join Tanner and Brad for an engaging fireside chat about how important high-fidelity data becomes during analytics of system metrics during AI/Ops deployment. Seeing only system-side data during event correlation and analysis creates significant blind spots leading to far less accurate automated decision support.

Learn how combining the power of system logs and full fidelity network data creates a winning combination and is creating the new de facto gold standard for enterprise AI/Ops functionality.

2:30 – 2:45 **BREAK**

2:45 – 3:15 **HOW BT HAS WORKED WITH RIVERBED TO OVERCOME CUSTOMER CHALLENGES TO DELIVER SUPERIOR NETWORK PERFORMANCE AND VISIBILITY**

Speakers

Adrian Comley - *Senior Manager, Managed Network Services, Global, BT Global Services*
Russell Ford - *BT Consultant, NPM, BT Global Services*
Kristian North - *Client Director, BT Global Services*
Jason Hatch - *Senior Director, Global Alliances, Riverbed*

The Work from Home trend is evolving into Work from Anywhere. Most organizations now acknowledge that remote or hybrid working is here to stay, which is increasing the distribution and complexity of the network that IT teams must manage.

Join this session to hear how BT and Riverbed are enabling customers to:

- Ensure that applications perform consistently, regardless of location.
- Deploy visibility into their network and application performance across their entire hybrid environment.
- Stop remote workers from struggling with below-par performance.

3:15 – 3:45 **RIVERBED IN ORANGE BRINGS COLOR INTO YOUR TRANSFORMATIONS: HOW OBS HELPS YOU REGAIN CONTROL OF YOUR IT INFRASTRUCTURE AND SERVICES**

Speakers

Anne-Marie Thiollet - *Vice President Connectivity Business Unit, Orange Business Services*
Franck Morales - *Vice President Marketing, Orange Business Services*
Jim Hansen - *Senior Vice President, Product Management*

Join Anne-Marie Thiollet and Franck Morales as they share how Orange is helping customers make IT a competitive tool and boost business worldwide. Discussion points will include:

- View: access a set of managed services, using Riverbed capabilities, to regain full visibility, from the user to applications, across any network.
- Measure: monitor end-user experience and the impact of change, using Aternity capabilities.
- Accelerate: maximize the performance of applications.
- Secure: leverage visibility within the security landscape.
- Change gears: jump from a reactive to a proactive approach leveraging IT as an asset.

This session will include a real-life use case example from a large industrial customer and explain how Orange Business Services solutions and skills helped overcome major challenges.

3:45 – 4:15 **DETECTING CYBER-THREATS WITH RIVERBED UNIFIED NPM**

Speakers

Christophe Netillard - *CEO, Phenisys*
Rejane Catelineau - *Sr. Marketing Manager, Riverbed*

Enjoying a strategic collaboration with Riverbed, Phenisys is one of the first French pure players in the field of application performance metrology, networks, and measurement of user experience. Phenisys supports its customers with an end-to-end performance approach for application and network consulting, audit, engineering, and implementation supporting APM, NPM, EUM, Charge Fire, and IITOPS.

Join the CEO of Phenisys, Christophe Netillard, who will explain and demonstrate how the two companies have leveraged Unified NPM and NetProfiler to detect and allow quick responses to cybersecurity attacks with its customers, thanks to their wide data collection and behavioral analytics engine.

4:15 – 4:30 **CLOSE**

VISIBILITY

12:30 – 1:00 **THE DIGITAL EXPERIENCE INDEX (DXI): HOW LEADING IT DEPARTMENTS DRIVE BUSINESS IMPACT**

Speaker

Mark Robinson - *Senior Director of Strategic Market Development, Aternity*

The digital experience is the primary way employees interact with their employers in today's work-from-anywhere world. Clearly, providing employees with a consistently high-quality digital experience is a priority goal for IT teams. But modern IT monitoring tools can drown you in an overwhelming volume of technical telemetry. This, coupled with limited insight around the impact of IT modifications on business outcomes, makes it extremely challenging to accurately identify where improvements should be made to have the greatest impact on the overall business. Join this session to learn a better and faster way to manage your employee and customer digital experience.

1:00 – 1:30 **BEST PRACTICES FOR UNIFYING THE RIVERBED NPM SOLUTION**

Speaker

Trish Caldiero - *Director, Solutions Engineering, Riverbed*

Having the right tools that provide multiperspective, network-based telemetry is key, regardless of the network or application performance problem. Most of you have taken that first step by investing in at least one part of the unified NPM platform, but you may not be aware of the true value gained through the integration options across the unified NPM solution.

In this session, Riverbed's Trish Caldiero will demonstrate best practices for unifying the Riverbed NPM solution and the value you'll get not only from the individual components, but also through truly integrated workflows that include NetProfiler with NetIM, NetProfiler with AppResponse, AppResponse with Packet Analyzer/Transaction Analyzer, and Wireshark, brought together with Portal. Trish also will dive deeper into these integrations and the use cases they would support, including faster resolution of branch office performance issues, troubleshooting intermittent application slowdowns, and isolating transaction performance with drill-down to raw packets. See recommended configurations for a truly unified NPM platform that will enable you to quickly and proactively resolve network-based performance issues using Riverbed's NPM solution.

1:30 – 2:00 **VISIBILITY AND INDUSTRY TRENDS CHAT: PEERING INTO VISIBILITY TRENDS**

Speakers

Brandon Carroll - *Sr. Director Technical Evangelists & Chief Demo Officer, Riverbed*
Phil Gervasi - *Sr. Tech Evangelist, Riverbed*
Ethan Banks - *Co-Founder, Packet Pushers*

Being on top of today's visibility trends is critical for network operations. With the flood of data points available today, numerous methods of capture, and hybrid multi-cloud environments, where do you begin? What's important? How do you gain visibility now while ensuring that you're ready to address emerging technologies, ever-growing cloud capabilities, and employees working from anywhere?

Join Brandon Carroll and Phil Gervasi from Riverbed as they visit with Ethan Banks from the Packet Pushers, along with a few other security and visibility experts, as they discuss the latest trends in visibility for network performance, troubleshooting, and security.

2:00 – 2:30 **WE BUILT AN EVEN BETTER NETPROFILER**

Speaker

Bill Coon - *Technical Director, Riverbed*

Join Riverbed's Bill Coon for a comprehensive look at some new user interface workflow enhancements to NetProfiler v10.20, including a new home screen with faster results, out-of-box widgets, a new search capability that makes it easier to find what you're looking for, and a new Sankey diagram.

Whether you're looking to add enterprise-wide, full-fidelity network visibility that integrates with both AppResponse and NetIM or already own NetProfiler, this deep-dive session will reveal why you should upgrade to the latest release and how to do it.

2:30 – 2:45 **BREAK**

2:45 – 3:15 **GAIN CRITICAL VISIBILITY AND INSIGHTS INTO THE HEALTH AND SECURITY OF HYBRID CLOUD INFRASTRUCTURES**

Speakers

Derek Campbell - *Senior Systems Engineer, Gigamon*
 Bill Coon - *Technical Director, Riverbed*

The Riverbed NPM and Gigamon Hawk solution is a complete visibility solution that spans the entire hybrid cloud network including on-premises infrastructure. It provides NetOps, CloudOps, and InfoSec teams a clear, complete, and consistent view of what’s happening across their hybrid environment to eliminate the blind spots that lead to performance and security risks.

3:15 – 3:45 **EXTENDING NETIM AND PORTAL: DEMO OF REAL-WORLD CUSTOMIZATION EXAMPLES**

Speaker

Jesper Frische - *Technical Director, Riverbed*

NetIM and Portal offer great flexibility for extending the scope of IT infrastructure monitoring.

NetIM’s user-defined metrics, NetIM’s REST API functionalities, and Portal’s vast options for building custom dashboards are all available in the toolbox to enhance your visibility.

This session will focus on some real-world examples of:

- Monitoring BGP route and peer-state changes.
- Wireless infrastructure monitoring.
- Large-scale wireless infrastructure monitoring.

Get how-to information and see a demo of the custom dashboards.

3:45 – 4:15 **LEVERAGING UNIFIED NPM TO ACHIEVE IOT SUCCESS**

Speakers

Leigh Finch - *Distinguished Performance Consultant, Riverbed*
 Suraj Padmanabhan - *Solution Engineer, Riverbed*

With the wave of digital transformation and the accessibility of affordable sensors, the Internet of Things (IoT) is gaining serious momentum in the enterprise. While IoT enables organizations to collect enormous amounts of telemetry, the unprecedented and rapidly increasing number of internet-connected devices also creates challenges around connectivity, scalability, performance, and security.

This session will cover:

- How to utilize visibility tools to gain insight into IoT platforms, achieve a smooth deployment of IoT devices, and measure the impact on end-users.
- OT networks versus IoT.
- How visibility tools address IoT security concerns and reduce the attack surface.
- Real-world examples from customers.

4:15 – 4:30 **CLOSE**

12:30 – 1:00 **BACK TO THE OFFICE! THREATS, WORKLOADS, AND DIGITAL HYGIENE OF A RETURNING WORKFORCE**

Speakers

Vincent Berk Ph.D. - *CTO and Chief Security Architect, Riverbed*
Anubhav Arora - *CTO, Fidelis Cybersecurity*

Many of us have worked from home for over a year. Work patterns shifted, SaaS applications were adopted at breakneck speed, and devices were left to roam the wide world of home networks. As a result, workloads evolved, hackers got organized, and performance took on a whole new meaning.

This session explores the best practices around moving a workforce back into the office. Can the network handle the new focus on cloud and video conferencing? How do you know? Did your devices pick up any digital diseases while out in the wild world? How do we prepare for the return of the workforce and ensure their digital productivity remains as high as it was from home? Get answers to these questions and more from Riverbed CTO Vincent Berk.

1:00 – 1:30 **ADVANCED ANALYTICS: SECURITY DASHBOARDS**

Speakers

Kent Hundley - *Director, Customer Success, Riverbed*
Mike Oberle - *Professional Services Consultant, Riverbed*
Luis Bocanegra-Bauza - *Performance Consultant, Professional Services, Riverbed*
Pat Boehm - *Senior Consultant, Riverbed*

Security and visibility are more important now than ever in an increasingly hostile world. However, simply providing visibility data alone without analysis is not enough. In today's complex, high-traffic environments, companies need a way to quickly and easily focus on the areas of interest that matter. Riverbed's NPM tools provide the ability to analyze complicated changes in your networks to determine not only what changed, but how that change might affect your performance and security posture. During this session, we will demonstrate security dashboards that identify network device configuration and performance changes and show how those changes correlate to security policy violations.

1:30 – 2:00 **ENHANCED VISIBILITY AND SIMPLIFIED ACCELERATION OF SSL/TLS ENCRYPTED AND SMB SIGNED PAYLOADS**

Speaker

Marlin McFate - *Public Sector CTO, Riverbed*

Reliance on secure protocols like TLS and encrypted SMB have increased exponentially in response to a spike in cyberattacks and advisories trying to expose agency data. This change is somewhat of a double-edged sword. While it does protect data from being captured by advisories, it also creates challenges with visibility and improving performance.

In this session, Riverbed's Marlin McFate will highlight recent advancements in Riverbed technology that enable significantly higher performance and much greater visibility while retaining the high security posture we all need.

2:00 – 2:30 **THREAT HUNTING WITH RIVERBED**

Speaker

John Murphy Ph.D. - *Technical Director, Riverbed*

Traditional security posture has centered around building defenses and responding to incidents. Although these efforts are necessary, they aren't enough in today's world, where adversary capabilities are evolving as quickly as our detection tooling advances. A big wall is no longer enough to keep the network safe. Today's threats require a more dynamic approach to security.

Cyber hunting is the art of actively seeking out and disabling the most skilled and dangerous network intruders. Hunting is best done with dedicated teams that have ubiquitous access to telemetry across the network. The hunters must have an "active defense" mindset to win the cat-and-mouse game with cyber criminals.

This session explores the challenges surrounding effective cyber hunting, including building out a telemetry-gathering network and evolving the security game from static defense to active pursuit.

2:30 – 2:45 **BREAK**

<p>2:45 – 3:15 HUMAN-OPERATED RANSOMWARE: PREPARING YOUR ENTERPRISE FOR THE EVENTUAL DIGITAL HOSTAGE SITUATION</p> <p>Speaker Vincent Berk Ph.D. - <i>CTO and Chief Security Architect, Riverbed</i></p>	<p>Security and visibility are more important now than ever in an increasingly hostile world. However, providing visibility data alone without analysis is not enough. In today's complex, high-traffic environments, companies need a way to quickly and easily focus on the areas of interest that matter. Riverbed's NPM tools provide the ability to analyze complicated changes in your networks to determine not only what changed, but how that change might affect your performance and security posture.</p> <p>During this session, we will demonstrate security dashboards that identify network device configuration and performance changes and explain how those changes correlate to security policy violations.</p>
<p>3:15 – 3:45 VISIBILITY IS SECURITY: DEMO THE VALUE OF NETPROFILER FROM A SECURITY TEAM PERSPECTIVE</p> <p>Speaker Tony Walters - <i>Public Sector Solutions Engineer, Riverbed</i></p>	<p>Are you currently leveraging Riverbed NetProfiler for network monitoring? This simple demonstration shows how your organization can elevate the capabilities of NetProfiler and how to know when IDS, IPS fails, and malicious activity is on your network.</p> <p>Join Tony Walters from Riverbed to learn:</p> <ul style="list-style-type: none">• How user-defined policies can be used to monitor and alert on any hosts that violate a set threshold, based on applications and/or ports settings.• How built-in security policies using flow data can be leveraged (with the click of a button) and will monitor and alert on any occurrence of a potential DoS attack, port/host scan, new server or port, worm, or suspicious connection.
<p>3:45 – 4:15 RIVERBED IS AN INTEGRAL PIECE OF YOUR SECURITY POSTURE</p> <p>Speaker Tim Snyder - <i>Technical Director, Riverbed</i></p>	<p>The Riverbed visibility platform provides much more than complete visibility into the performance of applications that organizations depend on. It also is a vital component of a comprehensive security strategy in combination with a good intrusion detection system that help mitigate the impact of an attack.</p> <p>Join Tim Snyder as he explores threat hunting and security policies available with NetProfiler, complemented by the real-time and historical packet capture and analysis of AppResponse. He will share how Riverbed provides visibility into every network conversation—a critical security telemetry based on flow and packets that shows when, where, and how attackers got in, what other systems they may have compromised, and—more importantly—whether they accessed data.</p>
<p>4:15 – 4:30 CLOSE</p>	

PERFORMANCE

<p>12:30 – 1:00 CLOUDY WITH A CHANCE OF LEGACY APPS: ACCELERATING APPLICATIONS FOR WVD USERS</p> <p>Speaker</p> <p>Brandon Carroll - <i>Sr. Director Technical Evangelists & Chief Demo Officer, Riverbed</i></p>	<p>In this session, Riverbed’s Brandon Carroll will explore the use case of users working from anywhere who access corporate resources via Windows Virtual Desktop (WVD). Learn how application performance is impacted when interacting with on-prem and legacy apps and see a live demo of how the Riverbed Client Accelerator can improve the performance of any application, giving users a better experience and allowing them to be more productive.</p>
<p>1:00 – 1:30 PREPARE FOR YOUR HYBRID CLOUD JOURNEY</p> <p>Speakers</p> <p>Alyssia Walowski - <i>Business Development Director, Riverbed</i> Chris Lavista - <i>Account Executive, Riverbed</i> Alan Olegario - <i>Senior Customer Success Manager, Microsoft</i></p>	<p>The modern workplace means employees are working from anywhere and organizations are adopting a hybrid cloud strategy to adapt and innovate. There are many considerations as organizations move from on-prem to the cloud. What should organizations be thinking about during implementation? How do you assess your applications and align that to your cloud strategy? What happens when there’s a problem? Join Alyssia Walowski and Chris Lavista from Riverbed and Alan Olegario from Microsoft as they discuss industry trends, work styles, solutions, and what to watch out for as you migrate your business to the cloud.</p>
<p>1:30 – 2:00 DIGITAL TRANSFORMATION FOR RIVERBED (PART 1)</p> <p>Speaker</p> <p>Sekhar Kancherlapalli - <i>CIO, Riverbed</i></p>	<p>Like many enterprises, Riverbed was looking to increase visibility, decrease latency, improve user experience, cut costs, reduce our data center footprint, eliminate unnecessary expenses, increase security, improve stability, and better support the business.</p> <p>Starting in 2020, we developed our roadmap, leveraged our own technology, put our money where our mouth is, and rallied every team to make it happen. And we didn’t just invest in Riverbed, the enterprise. We invested in one of our most important assets—our people. No digital transformation is complete without a more united workforce and increased employee satisfaction. Riverbed IT is not a commodity that just keeps the lights on. We are a partner to the business, with a focus on innovation.</p> <p>Join Sekhar Kancherlapalli, CIO at Riverbed, and his team as they talk about:</p> <ul style="list-style-type: none">• Riverbed’s digital transformation.• Our journey using Riverbed products (Part 2 in On Demand).• How IT security protects the Riverbed enterprise (Part 3 in On Demand). <p>We look forward to sharing our story with you.</p>
<p>2:00 – 2:30 CITIZEN AND EMPLOYEE EXPECTATIONS AND THE CRITICALITY OF APP PERFORMANCE AND MANAGEMENT</p> <p>Speakers</p> <p>Marlin McFate - <i>Federal CTO, Riverbed</i> Joe Morris - <i>Deputy Chief Innovation Officer, e.Republic</i> Carlos Ramos - <i>Former CIO, State of California, Principal Consultant, Maestro Consulting and Former CIO, State of California</i></p>	<p>State and local governments are entering a technology reconciliation phase from the rapid innovation required during the pandemic, in both work-from-anywhere solutions and contactless citizen services. This new surge in digital demand combined with performance expectation from citizens and employees will create new challenges for traditional IT ops. Actionable insights and analytics from tech tools will be critical to meet these demands and expectations and to drive toward the desired Amazon experience. Join us to learn how to achieve those results and, in turn, your business goals.</p>

PERFORMANCE

2:30 – 2:45 **BREAK**

2:45 – 3:15 **TRAFFIC STEERING USING STEELCONNECT EX**

Speakers

Brent Smith - *Technical Director, Solutions Architects, Riverbed*
Matthew Iakhov - *Solution Engineering Leader and Evangelist, Versa Networks*

SteelConnect EX traffic steering enables architects or engineers to recognize applications using a variety of mechanisms. Leveraging the data helps determine the best single or bundled paths through which to forward our applications.

The session will focus on applications recognition and the development of SLAs to ensure the required performance of those applications across the WAN. You'll learn how to quickly discover various mechanisms to identify applications and what tools are available to set the appropriate forwarding paths for each of those applications.

3:15 – 3:45 **COMMUNICATION DEMO BETWEEN STEELHEAD AND SCC**

Speakers

Rahul Bhagat - *Escalation Engineer, Riverbed*
Rohit Sharma - *Senior Escalation Engineer, Riverbed*

We recommend that customers with large networks containing multiple SteelHead appliances and interceptors utilize SCC to manage configuration and other operations. Historically, SSH was the only connection between SCC (formerly known as CMC). Starting with version 9.x, there are two connections that are formed between SH and SCC: SSH and HTTPS.

Join Rahul Bhagat and Rohit Sharma from the Riverbed engineering team to discuss the prerequisites and requirements for how to fully utilize this connection. They will share the reason for using HTTPS, configuration requirements, scenarios when the connection fails, and how to troubleshoot and solve HTTPS connection issues.

3:45 – 4:15 **STEELHEAD: THE LOG STORY**

Speakers

Kittipong Garnjanasupuk - *Escalation Engineer, Riverbed*
Kevin Ha - *Staff Engineer, Riverbed*

Join the engineering team at Riverbed as they provide a sneak peek into a log analysis for a system dump (diagnostic bundle) conducted by the support team from a SteelHead device. The team will share:

- General information about SteelHead, starting with logs.
- The state of a SteelHead device, providing in-depth issues seen in the field.
- The information contained in logs and how to locate it in the system dump.

Don't miss this opportunity to learn how to troubleshoot and address issues with SteelHead, demystify logs on SteelHead devices, and optimize the overall function of Steelhead devices.

4:15 – 4:30 **CLOSE**

PUBLIC SECTOR

12:30 – 1:00	DELIVERING A WORLD-CLASS IT OPERATION AT THE FBI Speakers Desmic Pearce - <i>Assistant Section Chief, FBI</i> Tyler McCready - <i>Senior Network Performance Engineer, Riverbed</i> Kelly Cossaboon - <i>Major Account Executive, Riverbed</i>	Join Desmic Pearce from the FBI, Kelly Cossaboon and Tyler McCready from Riverbed, for a conversation about how the FBI are delivering a World Class IT Operation. What does it look like? And, how can customers take steps to achieve increased operational speed to resolution, with actionable intelligence and measurable results.
1:00 – 1:30	PROFESSIONAL SERVICES DEPLOYED AT USAID DESPITE COVID-19 HURDLES Speakers Kelly Cossaboon - <i>Major Account Executive, Riverbed</i> Walter Whimpenny - <i>Manager System Engineering, Riverbed</i>	Join Kelly Cossaboon and Walt Whimpenny from Riverbed as they discuss how USAID was able to deploy 100 mission sites leveraging Riverbed Professional Services. The teams at USAID and Riverbed jointly collaborated and developed engineering schedules and detailed documentation. Hear how Professional Services was critical to the success of deploying Riverbed's SteelFusion appliances, meeting USAID SLAs, and managing COVID-19 worldwide restrictions.
1:30 – 2:00	WAN OPTIMIZATION AT THE STATE CAPITAL: A CUSTOMER PERSPECTIVE ON USING RIVERBED TO MAXIMIZE WAN OPTIMIZATION Speaker Nathan Allshouse - <i>Information Technology Specialist, California Office of Legislative Counsel</i>	Join Nathan Allshouse from California Office of Legislative Counsel to hear its journey with Riverbed and how WAN optimization is still relevant in a low-cost bandwidth world. In this session, you'll gain insight into how the agency implemented Riverbed, providing a real-life use case, and future challenges in a new remote working environment.
2:00 – 2:30	IT MODERNIZATION OF THE OPERATIONAL MISSION Speakers John Pittle - <i>Customer Experience CTO, Riverbed</i> Joe Cabral - <i>Public Sector Technical Solutions Architect, Riverbed</i>	<p>The DoD is transforming its operational mission to address cyber, digital, and cloud. Recognized as a trusted, strategic partner, Riverbed is working with the DoD to deliver solutions that drive IT modernization through people, process, and technology to enhance its digital and cloud transformation.</p> <p>Join John Pittle and Joe Cabral from Riverbed as they discuss how DoD mission commands are managing and maximizing digital transformation by improving situational awareness of digital environments and facilitating improved end-user experiences. They will share details about the Riverbed methodology for onboarding the Riverbed Intelligent Technology solution through tried-and-true building blocks, also referred to as the IT Modernization and Maturity Best Practices. This session is great for customers looking to achieve new levels of IT visibility, performance, and predictability while reducing risks to the operational mission.</p>
2:30 – 2:45	BREAK	

2:45 – 3:15 **RETURN TO OFFICE: ACCELERATING THE HYBRID WORKFORCE**

Speaker

Allan Conn - *Public Sector Solutions Engineer, Riverbed*

Public sector agencies are accelerating M365 for a hybrid workforce.

Join Allan Conn from Riverbed as he discusses how Client Accelerator enables agencies to continue their mission with a remote workforce.

In this session, Allan will cover:

- How machines at home can leverage the power of Client Accelerator.
- How Riverbed solutions support users when working remotely or from the office to accelerate communication in the cloud and across the datacenter with secure connectivity.

3:15 – 3:45 **MISSION SUCCESS WHEN BANDWIDTH AT THE EDGE IS A CHALLENGE**

Speaker

Dante Brown - *Public Sector Solutions Engineer for DoD, Riverbed*

Satellite communications involve several commands, agencies, and individuals operating together to provide a reliable, robust network and secured services. DoD programs are looking to commercial industry providers for recommendations, designs, improvements, and support of next-generation SATCOM elements within ground and terminal segments. These terminals would provide the warfighter with assured and reliable communications using both commercial and military satellite constellations.

Even with improved SATCOM technology, there will always be distance-based inherent latency that can't be overcome. Additionally, multiple channels of communications are being explored across satellite links down to the warfighter, which can cause major challenges when battle commanders and the warfighter must receive timely information to make critical, informed decisions.

Join Dante Brown from Riverbed as he discusses how Riverbed WAN Optimization solutions address these reliability challenges. Dante will address chattiness, jitter, and data redundancies across SATCOM links and how Riverbed enables greater throughput and accelerates application delivery.

3:45 – 4:15 **BRINGING PEACE TO THE WAR ROOM WITH ADVANCED VISIBILITY**

Speaker

Justin Itin - *Head of Services Sales APAC, Riverbed*

This session is for both enterprise and public sector audiences. Join Justin Itin as he shares how a war room can be a very effective way to work through complex challenges or situations in a short amount of time and make decisions quickly.

Members of each team within an IT domain are experts in their own field, but without holistically understanding how each component of the application affects the other, it becomes difficult to resolve the issue quickly. Stakeholders without the relevant data to prove their innocence of domain responsibility often get caught in the crosshairs.

Applications, networks, hybrid infrastructure, and end-user devices are not mutually exclusive. A unified and integrated approach to visualizing and monitoring the performance of your business-critical applications and underlying hybrid infrastructure can help you optimize your business outcomes faster.

In this session, you'll hear about some of the challenges and approaches that can require or create a war room when trying to address these business outcomes:

- Improving customer and employee experiences.
- Accelerating cloud technology and adoption.
- Increasing operational efficiency and cost-savings.

4:15 – 4:30 **CLOSE**

ON DEMAND

BUSINESS AND TECHNICAL SESSIONS

MONITORING WINDOWS SERVERS USING NETIM

Speakers

Rahul Chopra - *Escalations Engineer, Riverbed*
Anubhav Suresh Tyagi - *Escalations Engineer, Riverbed*

Windows Server is an integral part of most critical infrastructures in global enterprise organizations and hosts domain controllers, DNS, webservers, database servers, clusters, and critical services.

Every organization needs to have a strategy and be informed about the options available when monitoring Windows servers using NetIM. Join the Riverbed engineering team as they discuss and demo different approaches including SNMP, SNMP traps, WMI/WinRM 4, synthetic test, and Scripts/UDM.

OVERLOOKED SETTINGS AND FEATURES IN AR11 TO SIMPLIFY YOUR LIFE

Speaker

Stephen Creel - *Director Consulting Solutions Architects, Riverbed*

There have been many improvements to AppResponse 11 over the past year or so to help customers reduce their MTTR and solve performance problems faster. However, some of the top features often are overlooked in the release notes or are not enabled by default to avoid impacting customer workflows. In this session, Riverbed's Stephen Creel will highlight some of those features, plus a preview of new features, and how easy it is to take advantage of everything AppResponse has to offer in its latest release.

OLD SCHOOL TOOLS ARE STILL RELEVANT

Speaker

Paul Dietz - *Technical Solutions Architect, Riverbed*

Paul Dietz from Riverbed will share two recent use cases that illustrate the applicability of Packet Analyzer and Transaction Analyzer. The first use case shares how a customer with a poor VPN experience created challenges for a senior executive. The second use case shares how a customer managed a workforce returning to the office and the experiences they faced as file transfers from Isilon SAN performed poorly. Paul will talk about what didn't work and—even better—will share how Riverbed can help.

THE CRITICALITY OF CX IN APPLICATION DELIVERY

Speaker

Leigh Finch - *Distinguished Performance Consultant, Riverbed*

Customer experience as a field is gaining influence in the way organizations engage with users and customers. Organizations are using quantifiable metrics to analyze the customer journey to predict and improve customer conversion and increase retention rates.

Leigh Finch from Riverbed shares how bad customer experiences get identified and rectified early to reduce the likelihood of customer churn that can cost you customer lifetime value. Riverbed Unified NPM provides an unparalleled ability to capture and quantify user telemetry without the need for endpoint software or agents. This intelligence provides application owners with actionable insights into where these performance problems are, how many, and when customers are impacted by them.

In this session, you'll learn how Riverbed Professional Services can be combined with Riverbed AppResponse to create a solution comprising people, processes, and technology.

RIVERBED NPM APPLIANCE HEALTH

Speaker

Jeff Heng - *Technical Solutions Architect, Riverbed*

Don't lose a single flow—ensure you have the data when you need it. Your Riverbed appliances provide incredibly valuable insight into your network's performance and security.

In this session, Riverbed's Jeff Heng will show you how to take advantage of the Riverbed NPM appliances (NetProfiler, Flow Gateway, and AppResponse 11) using their self-monitoring capabilities. Make sure your appliances are operating at a healthy level and learn how to automate alerting.

SYNTHETIC TESTS: NETIM'S BEST-KEPT SECRET

Speakers

Siddharth Jha - *Manager, Technical Support, Riverbed*

Harshul Dewan - *Escalation Engineer, Riverbed*

Adithya R - *Escalation Engineer, Riverbed*

Synthetic tests are a popular way of proactively monitoring applications and other networking constructs without simulating user traffic. They're especially useful for the areas not covered by traditional monitoring methods of SNMP/WMI/CLI flow or packet-based monitoring. Synthetic tests in NetIM are like Swiss Army knives in their multifaceted uses, which include:

- Port monitoring.
- Ping-based monitoring.
- DNS resolutions.
- LDAP monitoring.
- Database monitoring.
- HTTP.
- External scripts.

In this session, we'll cover the basics of how to set up these tests and perform synthetic monitoring.

TODAY'S DATA ACQUISITION OPTIONS FOR NPM SOLUTIONS (2021)

Speaker

Chris Eckert - *Technical Solutions Architect, Riverbed*

To maximize the value of your NPM solutions, you need to acquire the most complete data throughout your environment. But data collection is an ever-changing landscape. How you collected data last year may not be optimal or may not provide complete data capture in today's modernized network and cloud architectures.

In this session, you'll learn the benefits of collecting packets, flow, and device data. Topics will include:

- The current state of packet acquisition, flow, and device monitoring availability in cloud, virtual, and traditional network environments.
- Options for packet brokers and aggregation in both data centers and clouds.
- How to maintain NPM instrumentation with your applications migrating to Azure and AWS.

This session is an annual update on the capabilities and infrastructure information across the fast-changing hybrid environment. Chris Eckert from Riverbed will present an overview of each technology, including the basics of current capabilities and highlights of what has changed.

NETFLOW DESIGN BEST PRACTICES: DEPLOYING AND MANAGING FLOW GATEWAYS AS A VIP IN LARGE ENVIRONMENTS

Speaker

Lavin Mansukhani - *Professional Services, Riverbed*

Load balancing is critical for large-scale deployments. In this session, you'll learn about the traditional approach as well as a new VIP/Child Gateway deployment strategy that makes it easier to deploy and manage NetFlow at scale in large environments.

VISIBILITY AND SECURITY

UNDERSTANDING THE PATTERNS IN TRUEPLOT

Speaker

Robin Nguyen - *Performance Management Consultant, Riverbed*

Network and application performance issues are often hidden and overlooked by traditional data representation methods such as bar or line charts, which typically utilize averages. This session will focus on how TruePlot in AppResponse reveals visibility gaps and what types of patterns commonly occur. Riverbed's Robin Nguyen will explore what each dot in the scatter graph represents and how using this big-data approach can expose hidden performance problems.

Don't miss this chance to learn how to move beyond the outliers and slowest transactions to quickly identify potential performance issues and become a performance guru.

RIVERBED DIGITAL TRANSFORMATION (PART 3) CYBERSECURITY: PROTECTING YOUR ENTERPRISE

Speakers

Gary Asp - *Business Systems Analyst, Riverbed*

Eddy Liang - *Security Operations Manager, Riverbed*

Cybersecurity is challenging for everyone. Join us to learn more about Riverbed's security efforts as well as common sense solutions, best practices, and things to consider when attempting to keep your own enterprise safe.

IMPLEMENTATION AND TROUBLESHOOTING: SIMPLIFIED SSL OPTIMIZATION FOR STEELHEAD AND CLIENT ACCELERATOR

Speakers

Pushpendra Singh - *Escalation Engineer, Riverbed*

Shubhankar Kaushish - *Escalation Engineer, Riverbed*

With the spike in remote work and explosive cloud/SaaS adoption, ensuring a strong threat posture has never been more critical. To help, SteelHead provides optimization of encrypted workloads, which traditionally required administrators to manually add certificates on Riverbed SteelHead. However, these certificates were not always made available, and customers were not able to realize the full benefits of SSL optimization.

In this session, you will hear from Riverbed engineering professionals how the new TLS blade on SteelHead RIOS 9.12.0 has simplified SSL implementation. They'll also explain other updates, including the new zero-touch provision capability, and review planning, implementation, and basic troubleshooting examples.

EASY INTEGRATION FOR RIVERBED SAAS AND CLIENT ACCELERATOR WITH YOUR EXISTING NETWORK

Speaker

Pushpendra Singh - *Escalation Engineer, Riverbed*

Riverbed changes network performance without changing your network. As organizations navigate the new horizon of a hybrid enterprise, most customers are comfortable with making changes to the network by adding new solutions. However, these new design changes can pose challenges. In this session, the Riverbed engineering team will demonstrate how easy and nondisruptive it is to integrate Riverbed SaaS and Client Accelerator into an existing environment. They'll share deployment scenarios and explore how to accelerate traffic to the datacenter and cloud infrastructure and for SaaS applications.

DIGITAL TRANSFORMATION FOR RIVERBED (PART 2) OUR JOURNEY USING RIVERBED PRODUCTS

Speakers

Daniel-Ray Carothers - *Sr. Director, Infrastructure, Riverbed*
Venkat Raj Bokka - *Director IT Business Applications, Riverbed*
Sara Tewolde - *Senior Manager, IT Engineering*

MAXIMIZING VALUE WITH RIVERBED PROFESSIONAL SERVICES

Speaker

John Pittle - *Customer Experience CTO, Riverbed*

Riverbed Professional Services can be a key part of your success in your critical performance, visibility, and security initiatives. In this session, you'll learn about the value of including a professional services performance consultant in your new technology deployments, operations, emergency troubleshooting, or even your strategic planning activities. Whether you're expanding your work-from-home initiatives, your staff is returning to the office, or you're accelerating your cloud migration initiatives, Riverbed has new and improved targeted offerings that make it easier than ever to accelerate your success.

VIRTUAL STEELHEAD DEPLOYMENT AND TROUBLESHOOTING BEST PRACTICES

Speakers

Aviral Saraswat - *Escalation Engineer, Riverbed*
Vishal Raghaw - *Escalation Engineer, Riverbed*

The demand for virtual SteelHead deployments has increased over the last few years and is expected to grow even more in the future. Join Aviral Saraswat and Vishal Raghaw from the Riverbed engineering team as they share best practices and guidelines for virtualized deployment. They will discuss challenges and quick remediations that can save every customer time, effort, and heartburn. They'll also reveal detailed tips and tricks for:

- Planning and deployment.
- Licensing.
- High availability.
- Configuration migration from physical to virtual SteelHead.
- Troubleshooting data to reduce resolution time.

CLLOUD MIGRATION WITHOUT THE TEARS

Speaker

Chris Eckert - *Technical Solutions Architect, Riverbed*

Successfully migrating to the cloud involves more than just creating new hosts and emptying a datacenter of hardware. There are many considerations to note, such as application dependencies that can result in sustained outages, performance issues, and security risks. Knowing how an application is designed is important, but knowledge can be lost over time as applications change and employees leave. Security teams also must maintain compliance and continuity of control. Scared yet? You should be. Cloud migrations account for a significant investment in time and workload. Failed migrations can be extremely costly, both financially and in reputation. This session will examine best practices and methods for understanding applications before migrating as well as services and processes required for continued support, performance, and security after migration.

DIY TROUBLESHOOTING FOR RIVERBED SAAS AND CLIENT ACCELERATOR

Speaker

Shubhankar Kaushish - *Escalation Engineer, Riverbed*

As the work-from-anywhere workforce becomes more prevalent in every organization, Riverbed gets more support cases for SaaS Accelerator and Client Accelerator. Join Shubhankar Kaushish from Riverbed Engineering to learn tips and tricks for using Riverbed solutions, including:

- How to spot anomalies with Optimization.
- Troubleshooting connectivity issues with SaaS Accelerator Portal.
- Bypassing issues and proxies' settings for SaaS Traffic.
- How to address VPNs working with Client Accelerator.
- Log collection for Support cases.