# riverbed®

# Rapidly Diagnose Issues to Restore Performance

## Quickly Get Underperforming Applications Back up to Speed

Users expect instant access and a consistent experience with their applications. However, performance problems will inevitably disrupt application availability and functionality from time to time, leading to lost revenue, damaged brand reputation, and increased management costs.

Mitigate the impact of issues as they arise with the Application Performance Diagnostic Service (Service or APDS) from Riverbed Professional Services. Using Riverbed® network performance management tools and proven methodologies, APDS will identify potential causes of issues and provide recommendations that may improve application performance.

APDS will gather detailed performance information about the network, the application, and the end user using available data sources to rapidly quantify and isolate bottleneck tiers.

Once those bottlenecks are discovered, deeper analysis is performed to determine potential causes, including but not limited to bandwidth-related delay, packet loss, application chattiness and latency delay, TCP receive windows, browser delays, server resource exhaustion, database performance issues, and poorly performing application code.

Utilizing APDS will achieve the following outcomes:

- Reduced mean time to resolution
- Highly granular visibility into application performance issues
- Action plan to help prevent performance problems from recurring

## Key Service Benefits

- Leverages Riverbed solutions and experienced consultants to quickly triage application performance issues

- Delivers a performance assessment at the user and network level

- Provides expert recommendations to improve end-to-end application response time

- Helps reduce downtime, disruption, and cost associated with performance issues

# Service Overview

APDS leverages proven, repeatable application performance diagnostic methodologies to ensure consistent and positive outcomes.  APDS is delivered through the following phases:

## Phase 1:
## Plan

Lay the foundation for a successful engagement by reviewing requirements, collecting information pertaining to the environment, and designing a solution to best serve data collection and analysis needs.

## Phase 2:
## Collect

Instrument the environment with the required Riverbed solutions and validate data collection for recommended visibility.

## Phase 3:
## Analyze

Analyze data from the deployed Riverbed solutions, extracting information to identify key findings based on engagement objectives.

## Phase 4:
## Report

Create and deliver the final report, detailing the findings and recommendations to help achieve desired outcomes.

# Overview

To provide added flexibility when addressing unique customer requirements and desired business outcomes, two different packages of APDS are available:  Standard and Advanced. The standard service provides up to 10 business days of Riverbed product setup, data collection and validation, analysis, and report generation and delivery, while the advanced service provides up to 20 business days of Riverbed product setup, data collection and validation, analysis, and report generation and delivery. The following table identifies the service features included in each phase and highlights the differences between each package. Features identified in the table are further described in the Definitions section of this document.

| Service Phase | Service Feature | Standard Service | Advanced Service |
|---|---|---|---|
| Phase 1: Plan | Analysis Planning | ✓ | ✓ |
| Phase 2: Collect | Solution Implementation | Riverbed Transaction Analyzer and Riverbed AppResponse at one site | Necessary Riverbed solutions as determined by RPS at up to two sites |
| | Data Collection | ✓ | ✓ |
| | Data Validation | ✓ | ✓ |
| Phase 3: Analyze | Bottleneck Tier Identification | ✓ | ✓ |
| | Problem Quantification | ✓ | ✓ |
| | Selected Transaction Analysis | Up to five transactions | Up to 10 transactions |
| | Application Performance Analysis | | ✓ |
| Phase 4: Report | Final Report | ✓ | ✓ |
| | Observed Slow Transactions Report | | ✓ |
| | Comparison Report Templates | | ✓ |

A rapid response add-on service is available for both standard and advanced services to remotely start the engagement within two business days after Riverbed's acceptance of (1) the applicable order issued to Riverbed by you (if you are purchasing directly from Riverbed) or (2) the applicable order issued to Riverbed by the applicable channel partner (if you are purchasing through an authorized Riverbed channel partner). Rapid response engagements require initial analysis using Riverbed software products.

The APDS is delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. All activities are done in consecutive days. The APDS is expected to be completed within three months of purchase unless otherwise specified in the Agreement.

The APDS does not include any Riverbed products. All Riverbed products or product usage, as applicable, must be purchased separately. Riverbed products the customer currently owns may be used; otherwise, Riverbed Professional Services will provide the appropriate products if the customer purchases applicable product usage add-on services.

## Products

The following products may be used during the course of the engagement:

| Service | Applicable Products |
| --- | --- |
| Standard | <ul><li>Up to one license for Riverbed Transaction Analyzer</li><li>One Riverbed AppResponse (up to 6xxx model) appliance</li></ul> |
| Advanced | Necessary Riverbed solutions, as determined by Riverbed Professional Services, at up to two locations. |

# Definitions

| Service Feature | Definition |
|---|---|
| Analysis Planning | Determine the appropriate solution set and instrumentation points to collect optimal data for performance diagnostic analysis. |
| Solution Implementation | Install and configure the products listed above. |
| Data Collection | Collect application performance data specific to in-scope applications and transactions from the implemented Riverbed solutions. |
| Data Validation | Validate the required data coverage for proper performance analysis is being collected. |
| Bottleneck Tier Identification | Identify the primary server or service responsible for application performance problems, based on collected and analyzed data. |
| Problem Quantification | Determine actual problem impact and timeline based on collected data. |
| Selected Transaction Analysis | Conduct detailed transactional analysis of the identified workflow units (transactions), showing specific causes of delay. Transaction examples include "login," "data entry," "search for object," etc. |
| Application Performance Analysis | Analysis of holistic application performance in relation to identified transactions, providing additional systemic information about contributing factors to poor application performance, including any observed resource limitations and correlated issues across the entire data collection set. |
| Observed Slow Transactions Report | Report providing high-level analysis on transactions observed to be underperforming, beyond identified transactions. |
| Final Report | Final engagement report containing executive summary, analysis of findings, and recommendations on next steps towards improving application performance. |
| Comparison Report Templates | Report templates that enable customers to easily assess the application performance impact of implementing Riverbed Professional Services recommendations from the Final Report by comparing pre-change performance  to post-change performance. Report templates are for customers who both implement Riverbed Professional Services  recommendations and maintain the recommended |

## Invoicing and Pricing

- 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.

- The service defined herein will be delivered in phases as set forth in this document.

- Fees may be invoiced upon completion of each phase. Fees for each phase may be invoiced in equal amounts based on the total amount of fees divided by the total number of phases. Fees for product usage and/or Rapid Response add-on services may be invoiced upon Riverbed's acceptance of the applicable order.

- 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 Professional Services provided by Riverbed are subject to the applicable terms and conditions available at www.riverbed.com/termsandconditions/professionalservices (if you are a Riverbed customer) or at www.riverbed.com/partnerprofessionalservicesterms (if you are an authorized Riverbed channel partner) ("**Agreement**"). If you have a separate mutually signed agreement with Riverbed that expressly covers the sale of Professional Services, that agreement will govern your purchase of Professional Services, provided that in the event of a conflict between that agreement and the Agreement, the Agreement will control solely with respect to the Professional Services set forth in this Brochure.

**About Riverbed**

Riverbed enables organizations to maximize performance and visibility for networks and applications, so they can overcome complexity and fully capitalize on their digital and cloud investments. The Riverbed Network and Application Performance Platform enables organizations to visualize, optimize, remediate and accelerate the performance of any network for any application. The platform addresses performance and visibility holistically with best-in-class WAN optimization, network performance management (NPM), application acceleration (including Office 365, SaaS, client and cloud acceleration), and enterprise-grade SD-WAN. Riverbed's 30,000+ customers include 99% of the *Fortune* 100. Learn more at riverbed.com.

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