

Accelerate Your Riverbed® AppResponse Deployment and Time to Value

Proven Methodologies to Increase Adoption and Utilization

Maintaining a holistic view of your IT infrastructure is critical to continuously delivering exceptional applications. That's why your organization has selected Riverbed AppResponse for advanced application and transaction insight, end-user experience monitoring, and deep network intelligence.

To quickly realize the benefits of Riverbed AppResponse, you need expert guidance on how to quickly operationalize the solution within your IT environment. And while Riverbed AppResponse delivers valuable information out of the box, many advanced capabilities and integrations are possible to truly tailor the solution to your unique business requirements.

Earn a faster time to value for your investment with the Riverbed AppResponse Implementation Service from Riverbed Professional Services (RPS) to achieve the following outcomes:

- Enhanced visibility into selected application performance
- Integration between purchased Riverbed components and other applicable systems such as event managers using built-in capabilities
- Reporting and alerting configuration
- Knowledge transfer from field experts for configuration, maintenance, and data analysis and insight
- Faster Riverbed solution adoption and time to value

Key Service Benefits

- Accelerate your ROI with Riverbed's proven expertise and best practice methodologies
- Streamline operations by implementing reliable, prescriptive, and repeatable workflows
- Enhance knowledge and proficiency with targeted knowledge transfer sessions
- Enjoy peace of mind with a ready-to-run, Riverbed-validated solution
- Avoid costly mistakes and minimize disruptions to business and IT operations
- Establish an expansion-ready framework to easily accommodate future needs

Overview

RPS leverages proven, repeatable implementation methodologies to ensure consistent and positive outcomes. The Riverbed AppResponse Implementation Service is delivered through the following phases:

Phase 1: Plan

Lay the foundation for a successful implementation by gathering requirements and creating a design and/or implementation plan.

Phase 2: Configure

Prepare the products for final implementation with specific configurations that meet the requirements gathered during Phase 1.

Phase 3: Enable

Configure the products to enable immediate business value while validating data collection, report data, and alerting matches to the requirements gathered in Phase 1.

Phase 4: Document

Document best practices for deployment, configuration, maintenance, and usage.

Riverbed AppResponse Implementation Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, three different packages of the Riverbed AppResponse Implementation Service are available: Starter, Standard, and Advanced. The following table identifies the service features included in each phase and highlights the differences between each package. Features identified in the table below are further described in the Feature Definitions section of this document.

Phase	Feature	Starter	Standard	Advanced
Phase 1: Plan	Solution Planning	✓	✓	✓
	Solution Design	✓	✓	✓
Phase 2: Configure	Base Configuration	Up to Five Applications	Up to 10 Applications	Up to 10 Applications
	Module Configuration	✓	✓	✓
	Riverbed Portal Configuration		✓	✓
Phase 3: Enable	Application-Specific Definitions	Up to Five Applications	Up to 10 Applications	Up to 10 Applications
	Riverbed Portal Standard Dashboards		Up to One Dashboard	Up to One Dashboard per Application
	Riverbed Portal Custom Dashboards		Up to One Dashboard	Up to Two Dashboards per Application
	Alerts		Up to Two SLA Alerts	Up to Two Alerts per Application
	Riverbed AppResponse Custom Reports		Up to Five Reports	Up to 10 Reports
	Riverbed Portal Application Maps			Up to One Map per Application
	Riverbed Portfolio Integration	Flow Export only	Flow Export only	✓
Phase 4: Document	As-built Document	✓	✓	✓
	Standard Operating Procedures		✓	✓
	Operational Best Practices			✓

The Riverbed AppResponse Implementation Services are delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately, or local resources are available. All activities are done in consecutive days. The service is expected to be completed within three months of purchase unless otherwise specified in the Agreement. This service does not include any Riverbed products or any application performance troubleshooting or analysis. All Riverbed products must be purchased separately.

Products

The applicable products that will be configured as part of the services provided for each package version are as follows:

Service	Applicable Products
Riverbed AppResponse Starter Implementation	One physical or up to five virtual Riverbed AppResponse appliances (optional ASA and WTA modules are required for AppResponse version 11 and higher)
Riverbed AppResponse Standard Implementation	Up to two physical or up to 10 virtual Riverbed AppResponse appliances (optional ASA and WTA modules are required for AppResponse version 11 and higher)
Riverbed AppResponse Advanced Implementation	Up to two physical or up to 10 virtual Riverbed AppResponse appliances (optional ASA and WTA modules are required for AppResponse version 11 and higher)

Feature Definitions

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.
Base Configuration	Initial configuration of appliance, including management IP address, email gateway, external authentication source, backups, and product updates.
Module Configuration	Configuration of purchased Riverbed AppResponse modules as related to the specific applications identified for a given engagement.
SteelCentral Portal Configuration	Add implemented Riverbed product as a data source to Riverbed Portal. If a Riverbed Portal license has not been deployed, this includes performing base deployment in order to add the data source.
Application	Up to 20 unique components behind one "entry" IP address within one data center that provide services to satisfy individual requests (multiple Java or .NET applications on one host count as multiple components). If the application is web-based, the application definition can have up to five unique URL patterns.
Riverbed Portal Standard Dashboard	Standard dashboards that are available out of the box when Riverbed Portal is purchased.

Feature	Definition
Riverbed Portal Custom Dashboard	Customized, application-specific Riverbed Portal dashboard views that are developed during the course of the implementation service.
Alert	An alert is based either on customer-provided SLAs (thresholds) or from a baseline analysis of at least one week of historical data.
SLA Alert	An alert that is based on a customer-provided SLA (threshold).
Riverbed AppResponse Custom Reports	Custom reports created using the Riverbed AppResponse web interface.
Riverbed Portal Application Map	An application model including the application map and the corresponding views created by Riverbed Portal.
Riverbed Portfolio Integration	Configure standard integrations applicable to Riverbed AppResponse with other Riverbed products the customer owns (e.g., drill-downs from Riverbed Portal, SteelFlow WTA, Flow Export to Riverbed NetProfiler, etc.).
As-built Document	Documentation detailing deployment and configuration performed as part of the Riverbed product implementation.
Standard Operating Procedures	Documentation on best practices for configuring and maintaining the product such as updating software versions, application definitions, reports, etc.
Operational Best Practices	Documentation on common triage workflows using the product.

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 services described 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.
- 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/partnerprofessionalserviceterms (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.

The logo for Riverbed, featuring the word "riverbed" in a lowercase, orange, sans-serif font.