

Accelerate Your Riverbed® NetIM Deployment and Time to Value

Proven Methodologies to Increase Adoption and Utilization

To really understand application performance, you need an end-to-end view across your network and underlying IT infrastructure. That's why your organization has selected Riverbed NetIM, which gives you a lens to easily troubleshoot and find the root cause of network and application issues.

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

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

- Enhanced performance visibility for network infrastructure
- 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

Service Overview

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

Phase 1: Plan and Design

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 and Validate

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 NetIM Implementation Services

The following table identifies the service features included in each phase of the Riverbed NetIM Implementation Service. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Service Phase	Service Feature	Standard
Phase 1: Plan and Design	Solution Planning	✓
	Solution Design	✓
Phase 2: Configure	Base Configuration	✓
	Data Collection	Up to 5,000 devices
	Riverbed Portal Configuration	✓
Phase 3: Enable and Validate	Riverbed NetIM Grouping	Standard groups by location using device names
	Riverbed Portal Standard Dashboards	Up to One Dashboard
	Alerts	Up to Two Alerts
	Integration with Riverbed Portfolio	
Phase 4: Document	As-built Document	✓
	Standard Operating Procedures	✓
	Operational Best Practices	

The Implementation Services listed above are delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately, or local resources are available. The service is expected to be completed within three months of purchase unless otherwise specified in the Agreement.

Other NetIM features such as AppNetwork Path configuration, third-party integration (e.g., with Splunk for alerting), synthetic tests, or custom metrics require additional purchases with custom scoping.

This service does not include any Riverbed products or any diagnostic, audit or assessment services. All Riverbed products must be purchased separately.

Products

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

Service	Applicable Products
Riverbed NetIM Standard Implementation Service	<ul style="list-style-type: none"> One Riverbed NetIM v2.x or later deployment. Virtual environment sizing to be confirmed based on sizing guide in product requirements document during Solution Planning phase.

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.
Base Configuration	Initial configuration of appliance, including management IP address, email gateway, external authentication source, backups, and product updates.
Data Collection	Implement device list management and perform configuration and SNMP and CLI metric collection for up to the number of specified devices. Implement grouping, link inference, and data management and storage as needed.
Riverbed 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.
Riverbed NetIM Grouping	Device groups are used for creating meaningful maps, dashboards and reporting
Riverbed Portal Standard Dashboard	Dashboard views that are available out of the box when Riverbed Portal is purchased.
Alerts	An alert is based either on customer-provided SLAs (thresholds) or from a baseline value
Integration with Riverbed Portfolio	Configure standard integrations with other Riverbed products the customer owns (e.g., drilldowns from Riverbed Portal, SteelFlow WTA, Riverbed AppResponse 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.