

# Accelerate the adoption and business value of your Riverbed solutions

Create a solution adoption plan, build operational processes and link them to desired outcomes, and quantify the business value of your Riverbed solutions.

Your organization has made a significant investment in Riverbed solutions to gain unparalleled visibility, optimization, and control of your IT resources and services across your hybrid network. But managing and maximizing the return on this investment is a full-time responsibility.

You need highly skilled people to execute processes that accelerate solution adoption across your organization and help you rapidly achieve business value. And to measure business value, you need to be able to link the performance improvements enabled by Riverbed solutions to your unique business objectives.

Achieve business value – quickly and consistently – with the Technology Adoption Service from Riverbed Professional Services (RPS).

Why should your organization engage RPS for the Technology Adoption Service?

- Accelerate and improve the adoption of new, existing, or upgraded Riverbed solutions
- Integrate your technology investment into best practice operational processes that are linked to business outcomes
- Identify key performance indicators (KPIs) and benchmark improvements to measure the business value of Riverbed solutions
- Increase the long-term value of Riverbed technology to the customer at all levels – technical, operational, and executive
- Evangelize the importance of performance management to help IT organizations successfully deliver services that meet business needs
- Create a strategy for expanding the use of Riverbed solutions in solving IT challenges in a business-centric context

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## Three phases of service delivery

### Phase 1: Technology adoption assessment

Create a technology adoption roadmap by evaluating your environment, interviewing stakeholders, determining gaps in process maturity, and identifying KPIs and related business outcomes.

### Phase 2: Operational processes and KPI benchmarking

Develop, enhance, document, and communicate operational processes based on your requirements and Riverbed best practices. Benchmark KPIs identified during the assessment phase to trend the changes enabled by Riverbed solutions.

### Phase 3: Process optimization and business value analysis

Monitor the implementation and execution of the processes by your staff, revising them as necessary, to ensure the long-term adoption of Riverbed solutions. Conduct a business value analysis based on the KPIs benchmarked and trended during the engagement.

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## Price and scoping

The Technology Adoption Service is performed both on-site and remotely. A version of the service without the KPI benchmarking and business value analysis is also available. Contact your RPS sales representative for detailed pricing information or send your inquiry to [proserve@riverbed.com](mailto:proserve@riverbed.com).

Learn more about our other Professional Services offerings at [www.riverbed.com/services-training](http://www.riverbed.com/services-training).

## Related services

- **Implementation Services:** Production deployment of Riverbed solutions
- **Resident Consultant:** Full-time, on-site subject matter expertise for the best practice use of Riverbed solutions
- **Technical Education Services:** Applicable training courses based on customer's needs identified during the engagement

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Faced with increasingly tighter budgets, now's the time to measure and improve the business value of the technology you rely on to address strategic initiatives and challenges. Rely on the Technology Adoption Service from Riverbed Professional Services to get everything you expect and more from your investments in Riverbed solutions.

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### About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 26,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at [riverbed.com](http://riverbed.com)

The Riverbed logo consists of the word "riverbed" in a lowercase, bold, orange sans-serif font.