

Riverbed AppResponse Implementation Service

To provide added flexibility when addressing unique customer requirements and desired business outcomes, three different offerings of the Riverbed AppResponse Implementation Service are available: Starter, Standard, and Advanced. The following table identifies the service features included and highlights the differences between each offering. Service features identified in the table below are further described in the Service Feature Definitions section of this document. Please refer to the [offering menu](#) for how many GCS Credits these offerings consume.

Service Feature	Starter Offering	Standard Offering	Advanced Offering
Solution Planning	✓	✓	✓
Solution Design	✓	✓	✓
Base Configuration	Up to Five Applications	Up to 10 Applications	Up to 10 Applications
Module Configuration	✓	✓	✓
Riverbed Portal Configuration		✓	✓
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	✓
As-built Document	✓	✓	✓
Standard Operating Procedures		✓	✓
Operational Best Practices			✓

Products

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

Service Offering	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)

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.
Module Configuration	Configuration of purchased Riverbed AppResponse modules as related to the specific applications identified for a given engagement.
Riverbed Portal Configuration	Add implemented Riverbed product as a data source to Portal. If a 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.
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	Reports created using provided customer requirements.
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, please contact your Riverbed Global Customer Success representative at gcs-credits@riverbed.com or learn more at riverbed.com/gcs-credits.

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.

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