

Riverbed NetProfiler Implementation Service

To provide added flexibility when addressing unique customer requirements and desired business outcomes, Riverbed provides three different offerings of the Riverbed NetProfiler Implementation Service: 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	✓	✓	✓
Data Collection	✓	✓	✓
Riverbed Portal Configuration		✓	✓
Application-Specific Definitions	Up to Five Applications	Up to 10 Applications	Up to 10 Applications
Riverbed NetProfiler Native Dashboard	Up to One Dashboard	Up to Two Dashboards	Up to Two Dashboards
Riverbed NetProfiler Application Service Maps	Up to One Service Map	Up to Two Service Maps	Up to Five Service Maps
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 Alerts	Up to Two Alerts per Application
Riverbed NetProfiler Custom Reports		Up to Five Reports	Up to 10 Reports
Riverbed Portal Application Maps			Up to One Map per Application
Riverbed Portfolio Integration			✓
As-built Document	✓	✓	✓
Standard Operating Procedures		✓	✓
Operational Best Practices			✓

Products

The applicable products that will be configured as part of each package of the NetProfiler Implementation Services are as follows. AppResponse appliances cannot have any licensed modules beyond the base license. Please refer to the AppResponse Implementation Service offerings for AppResponse appliances with extra modules.

Service Offering	Applicable Products
Riverbed NetProfiler Starter Implementation Service	<ul style="list-style-type: none"> • One Riverbed NetProfiler appliance with less than 120K Flow Per Minute (FPM) licenses • Up to two Riverbed Flow Gateway appliances • Up to two Riverbed AppResponse appliances with base license only • Up to five Riverbed Virtual AppResponse appliances with base license only
Riverbed NetProfiler Standard Implementation Service	<ul style="list-style-type: none"> • One Riverbed NetProfiler appliance with under 2M FPM licenses • Up to two Riverbed Flow Gateway appliances • Up to two Riverbed AppResponse appliances with base license only • Up to 10 Virtual Riverbed AppResponse appliances with base license only
Riverbed NetProfiler Advanced Implementation Service	<ul style="list-style-type: none"> • One Riverbed NetProfiler deployment with 2M or more FPM licenses • Up to two Riverbed Flow Gateway appliances • Up to two Riverbed AppResponse appliances with base license only • Up to 10 Virtual Riverbed AppResponse appliances with base license only

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.
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.
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 NetProfiler Native Dashboard	Dashboard views that are available out of the box when Riverbed NetProfiler is purchased.
Riverbed NetProfiler Application Service Maps	An application model, including an application dependency map and the corresponding views created by Riverbed NetProfiler.
Riverbed Portal Standard Dashboard	Dashboard views that are available out of the box when Riverbed Portal is purchased.
Riverbed Portal Custom Dashboard	Customized, application-specific dashboard views that are developed during the course of the implementation offering.
Alert	An alert is based either on customer-provided SLAs (thresholds) or from a baseline analysis of at least one week of historical data.
Riverbed NetProfiler Custom Reports	Customized reporting requirement for Riverbed NetProfiler views.
Riverbed Portal Application Map	An application model, including the application map and the corresponding views created by Riverbed Portal.
Integration with Riverbed Portfolio	Configure standard integrations with other Riverbed products the customer owns (e.g., drill-downs 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, 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.

All GCS Credits and professional services provided by Riverbed are subject to the applicable professional services terms and conditions available at www.riverbed.com/serviceterms ("**Agreement**"). In the event of a conflict between this brochure and the Agreement, the Agreement will govern with respect to the subject matter of the conflict.