

SteelFusion Implementation Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, Riverbed provides two SteelFusion Implementation Service offerings for new SteelFusion implementations: Standard and Advanced. The following table identifies the service features included and highlights the differences between each offering. Services identified as an “Add-on” in the table below are optional services that are not included in the SteelFusion Standard and Advanced Implementation Services and require a separate purchase. 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	Standard Offering	Advanced Offering
Solution Planning	✓	✓
Solution Design	✓	✓
Rack and Stack	Included with separate purchase of SteelFusion Edge Appliance Rack and Stack Add-on*	Included with separate purchase of SteelFusion Edge Appliance Rack and Stack Add-on*
Base Configuration	✓	✓
Core Configuration	✓	✓
Edge Configuration	✓	✓
Data Center SteelHead Configuration	Included with separate redemption of SteelFusion Implementation Service WAN Optimization Add-on offering	Included with separate redemption of SteelFusion Implementation Service WAN Optimization Add-on offering
Riverbed® SteelCentral™ Controller for SteelHead Configuration	Included with separate redemption of SteelFusion Implementation Service WAN Optimization Add-on offering	Included with separate redemption of SteelFusion Implementation Service WAN Optimization Add-on offering
SteelFusion Storage Optimization	Up to Three LUNs	Up to Five LUNs
Management System Integration	✓	✓
Integrated Storage Array Snapshot Configuration	Up to Three LUNs	Up to Five LUNs
Integrated Storage Array Backup Configuration		Up to Five LUNs
Data Prepopulated LUNs in Data Center		Up to Five LUNs
Non-encrypted WAN Optimization	Included with separate redemption of SteelFusion Implementation Service WAN Optimization Add-on offering	Included with separate redemption of SteelFusion Implementation Service WAN Optimization Add-on offering
As-built Document	✓	✓
Detailed Design Document		✓

*These Add-on services must be purchased separately and are not eligible services for redemption of GCS Credits.

Riverbed also offers a SteelFusion Edge Appliance Implementation Service for expanding existing SteelFusion solution implementations. This offering can also be combined with SteelFusion Implementation Service offerings defined above to support additional appliance implementations. The following table identifies the service features included for this offering. Services identified as an “Add-on” in the table below are optional services that are not included in the SteelFusion Edge Appliance Implementation Service and require a separate purchase. 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 this offering consumes.

Service Feature	SteelFusion Edge
Solution Planning	✓
Solution Design	
Rack and Stack	Included with separate purchase of SteelFusion Edge Appliance Rack and Stack Add-on*
Base Configuration	✓
Core Configuration	For Edge-specific Details
Edge Configuration	✓
Storage Optimization Integration	✓
WAN Optimization Integration	Included with separate redemption of SteelFusion Edge Appliance WAN Optimization Add-on offering
Management System Integration	
SteelCentral Controller for SteelHead Integration	
As-built Document	

*These Add-on services must be purchased separately and are not eligible services for redemption of GCS Credits.

Products

The products that will be configured as part of each package of the SteelFusion Implementation Service offerings are as follows:

Service Offering	Applicable Products
SteelFusion Standard Implementation Service	<ul style="list-style-type: none"> Up to two SteelFusion Core appliances in one data center Up to two SteelFusion Edge appliances Up to two SteelHead appliances in one data center (virtual appliances or Server Side Out-Of-Path deployment)
SteelFusion Advanced Implementation Service	<ul style="list-style-type: none"> Up to two SteelFusion Core appliances in one data center Up to four SteelFusion Edge appliances Up to two SteelHead appliances in one data center (virtual appliances or Server Side Out-Of-Path deployment)
SteelFusion Edge Appliance Implementation Service	<ul style="list-style-type: none"> Up to two SteelFusion Edge appliances at a single site
SteelFusion Implementation Service WAN Optimization Add-on	<ul style="list-style-type: none"> Up to two SteelHead appliances in one data center Up to one SteelCentral Controller for SteelHead Up to four SteelFusion Edge appliances <p>75 GCS Credits may be redeemed for this Add-on service.</p>
SteelFusion Edge Appliance WAN Optimization Add-on	<ul style="list-style-type: none"> Up to two SteelFusion Edge appliances at a single site <p>12 GCS Credits may be redeemed for this Add-on service.</p>
SteelFusion Edge Appliance Rack and Stack Add-on	<ul style="list-style-type: none"> Up to two SteelFusion Edge appliances at a single site (includes T&E). Must be purchased separately and are not eligible services for redemption of GCS Credits.

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.
Rack and Stack	Rack and stack of up to two SteelFusion Edge appliances at a single site included with the separate purchase of the SteelFusion Edge Appliance Rack and Stack Add-on.
Base Configuration	Initial configuration of appliance, including management interface, in-path interface, hostname, Riverbed® Optimization System (RiOS®) version, etc.
Core Configuration	Configure the SteelFusion Core appliance.
Edge Configuration	Configure the SteelFusion Edge appliance for SteelFusion storage optimization.
Data Center SteelHead Configuration	Configure a SteelHead appliance in the data center to perform optimization with SteelFusion Edge appliances. Included with separate redemption of SteelFusion Implementation Service WAN Optimization Add-on offering.
SteelFusion Implementation Service WAN Optimization Add-on	Add-on offering to enable WAN Optimization for SteelFusion Standard or Advanced Implementation Services for non-encrypted applications and tuning.
SteelCentral Controller for SteelHead Configuration	Configure the existing SteelCentral Controller for SteelHead appliance with grouping and configuration policy structure. Included with separate redemption of SteelFusion Implementation Service WAN Optimization Add-on offering.
SteelFusion Storage Optimization	Enable optimization of SteelFusion-specific protocols for integrated storage delivery.
Management System Integration	Integrate built-in management capabilities, which include SNMP, Syslog, email notifications, and alarm management.
Integrated Storage Array Snapshot Configuration	Snapshot configuration designed only for storage arrays that are integrated into SteelFusion where custom scripting is not required.
Integrated Storage Array Backup Configuration	Orchestrate backup configuration for storage arrays that are integrated into SteelFusion where custom scripting is not required.
Data Prepopulated LUNs in Data Center	Data prepopulated LUNs in the data center, projected to SteelFusion Edge appliances.
Non-encrypted WAN Optimization	Enable optimization using Layer 7 optimization features for non-encrypted applications, which include SMB, HTTP, MAPI, Citrix, Lotus Notes, etc., and tuning using in-path rules. Included with separate redemption of SteelFusion Implementation Service WAN Optimization Add-on offering.
SteelCentral Controller for SteelHead Integration	Enable management capability of SteelHead through the SteelCentral Controller for SteelHead.
As-built Document	Documentation detailing deployment and configuration performed as part of Riverbed product implementation.
Detailed Design Document	Documentation detailing the design, deployment, and configuration of the SteelFusion solution and storage integration as part of the Riverbed product implementation.
Storage Optimization Integration	Enable SteelFusion storage optimization utilizing a pre-existing design provided by the customer.
WAN Optimization Integration	Enable SteelHead WAN optimization utilizing a pre-existing design provided by the customer. Included with separate redemption of SteelFusion Edge Appliance WAN Optimization Add-on offering (12 GCS Credits).
SteelFusion Edge Appliance WAN Optimization Add-on	Add-on offering to enable WAN optimization utilizing a pre-existing design provided by the customer.

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/service/terms ("**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.