eCDN Frequently Asked Questions

What is eCDN Accelerator?

Riverbed® eCDN Accelerator™ empowers your hybrid workforce by delivering high-quality live and on-demand video to all employees, regardless of their location, device, or bandwidth capacity. Our browser-based solution leverages WebRTC peer-to-peer technology to scale live video distribution via your web browser, this self-service solution does not require any software to install, purchase of hardware, or investment in additional network infrastructure. Our agent-based solution deploys to desktops and provides peering of previously accessed content supporting a zero-trust network approach.

How do I sign up for a free eCDN Accelerator trial?

Signing up for a free eCDN Accelerator trial is easy – Just click here. **Here's what to expect when you click through:**

1. Create an account using your M365 login

2. Select Teams and/or Stream for your integration

3. Drop in your M365 token

4. Configure your setup

5. Start scaling live events

What are the components of the eCDN Accelerator solution?

The four main components of the solution include:

- **Simple, Self-Service Content Delivery:** A browser-based model that uses WebRTC technology to scale live and on-demand video events via any browser that supports WebRTC. No additional network investment is needed.

- **Distributed Content Delivery:** A lightweight, agent-based solution designed for training and compliance that eliminates the need to repetitively access large video files outside the office or site.

- **Centralized Content Delivery:** Ideally suited for remote VPN users that backhaul network traffic through a local datacenter, the centralized software-defined caching engine delivers video to even far-flung network locations.

- **Content Analytics:** A real-time analytics platform that allows businesses to quickly detect and address issues as they arise. It empowers IT teams with faster decision-making capabilities and enables greater business operational agility with intuitive dashboards that track: - Quality of experience - Consumption metrics - Network performance and more

Does Riverbed eCDN Accelerator only optimize Microsoft Teams & Stream video?

Riverbed eCDN Accelerator can integrate and optimize video streams from Microsoft Teams & Stream, as well as Brightcove, Intrado, Kaltura, NTT Studio, ON24, Panopto, Qumu, Touchcast, and wtv.

Will Riverbed offer its standard post-sales/ support model for eCDN Accelerator?

Yes, Riverbed's standard TAC and help-desk support are offered.

How will eCDN Accelerator be managed by the customer?

Customers manage and monitor their deployment using the eCDN Accelerator portal. Included in every deployment is the Content Analytics Engine which provides feedback about content consumption and user-experience with visibility into associated network usage. It's crucial that businesses deliver an optimal digital experience for their users. Understanding where and how content is streamed, delivered, and consumed enables IT to ensure optimized digital performance through proactive or real-time measures.

Do you offer silent testing?

Yes! Riverbed eCDN Accelerator supplies several options to test your network without impact to end users.

1. Am I Ready to Peer? Run several brief checks within your browser to validate potential for Browser-Based Peering

2. Rapid Network Testing: Easily configure and quickly test peering in your network

3. Network Readiness Test: Gather and report accurate network data that will provide compelling insights into pre-event testing

Can Riverbed eCDN Accelerator blackout users connected via VPN?

Yes. Riverbed is the most configurable eCDN provider. Not only can you black out peering for users connecting to a video via VPN, you can also group viewers by internal and external IP for even greater granularity into event and network performance.

Is your solution GDPR compliant?

Yes. Riverbed eCDN Accelerator is Secure by Design and does not collect any personally identifiable information. Customers with a strong presence in the region will appreciate our data center hosted in Western Europe

Can Riverbed eCDN Accelerator help me deliver Teams live video in China?

Yes. Riverbed eCDN Accelerator offers two options for delivering Teams video in China:

• Browser-Based: Bypass the Great Firewall by routing through wide area network (WAN)

• Agented: Go through the Great Firewall

Which Microsoft Apps does Riverbed eCDN Accelerator integrate with?

Riverbed eCDN Accelerator integrates with Microsoft Teams, Stream, and Yammer to scale Live Events and Video on Demand (VoD).

Does Riverbed eCDN Accelerator have other front end video integrations?

Yes. We integrate with Microsoft Teams, Microsoft Stream, Brightcove, GlobalMeet, Notified Event Cloud, Kaltura, movingimage, NTT, ON24, Panopto, Qumu, and wtv.

How quickly can I deploy Riverbed eCDN Accelerator for Microsoft 365 Live Events?

The Riverbed eCDN Accelerator free trial can deployed on your network in six clicks. All you need is your Microsoft token. Request 30-Day Free Trial

If I want to host a CEO townhall meeting next week, can Riverbed help?

Yes, we specialize in scaling live video communication across global enterprises.

Can my network handle a live video streaming event at scale?

With Riverbed eCDN Accelerator you can stream a live event and reach all of your global workforce without impacting business-critical applications or investing in additional hardware. We can also run a network readiness test to simulate the bandwidth intensive load your network would experience during a live event to ensure everything will run smoothly.

How do I know if my live event is reaching all of my employees?

The Customer Portal Dashboard analytics provides in depth insight into live and past events and gives you visibility into reach, engagement, and potential issues before they arise.

What Video on Demand (VoD) integrations do you work with?

Brightcove, Kaltura, MSFT Stream, Panopto, and Qumu

Why should my organization care about VoD?

VoD (Video on Demand) allows users who missed the live event communication to consume the message at a time that is convenient for them.