

# Rapidly Diagnose VPN Issues to Restore Network Performance

## Quickly Get Underperforming Virtual Private Network (VPN) Infrastructure Back up to Speed

Users expect instant access and a consistent experience with their applications, even when working from home in large numbers. However, performance problems will inevitably disrupt corporate VPN infrastructure from time to time, leading to lost revenue, decreased employee productivity, and increased management costs.

Mitigate the impact of issues as they arise with the VPN Performance Diagnostic Service from Riverbed Professional Services (RPS). Using Riverbed® SteelCentral™ performance management tools and proven methodologies, RPS will identify potential causes of issues and provide recommendations that may improve application performance.

## Key Service Benefits

- Leverages Riverbed solutions and experienced consultants to quickly triage VPN performance issues
- Delivers a performance assessment at the network level
- Provides expert recommendations to VPN performance
- Helps reduce downtime, disruption, and cost associated with VPN performance issues

RPS will gather detailed performance information about the VPN infrastructure including the network, related applications, and end user experience using available data sources to rapidly quantify and isolate bottleneck tiers.

Once those bottlenecks are discovered, deeper analysis is performed to determine potential causes, including but not limited to bandwidth-related delay, packet loss, application chattiness and latency delay, TCP receive windows, browser delays, server resource exhaustion, database performance issues, and poorly performing application code.

Engage RPS for the VPN Performance Diagnostic Service to achieve the following outcomes:

- Reduced mean time to resolution
- Highly granular visibility into application performance issues
- Action plan to help prevent performance problems from recurring

## VPN Performance Diagnostic Service

Each customer's VPN infrastructure is different, but the methodology to diagnose performance problems is the same. RPS will work with each customer's VPN and network engineers to determine where to deploy Riverbed SteelCentral products for optimal data collection, help deploy the identified products, and validate that required performance information is being collected. Performance data for general VPN infrastructure and network health as well as key identified applications will be collected for a period of time, recommended at least one week, and then analyzed. A final report will then be delivered highlighting the findings and recommendations to improve VPN infrastructure performance and ultimately end user experience.

A Rapid Response add-on service is available to remotely start the engagement within two business days after Riverbed's acceptance of (1) the applicable order issued to Riverbed by you (if you are purchasing directly from Riverbed) or (2) the applicable order issued to Riverbed by the applicable channel partner (if you are purchasing through an authorized Riverbed channel partner). Rapid Response engagements require initial analysis using Riverbed software products.

### Scope

The VPN Performance Diagnostic Service is delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. The service is expected to be completed within three months of purchase unless otherwise specified in the Agreement.

This service does not include any Riverbed products. All Riverbed products or product usage, as applicable, must be purchased separately. Riverbed products the customer currently owns may be used; otherwise, RPS will provide the appropriate products if the customer purchases the applicable product usage add-on services.

### Invoicing and Pricing

- To create a customized engagement with pricing information, please contact your Riverbed Professional Services sales representative or send your inquiry to [proserve@riverbed.com](mailto:proserve@riverbed.com).
- 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.
- The Riverbed VPN Performance Diagnostic Service is subject to the applicable terms and conditions available at <https://www.riverbed.com/service/terms> (**Agreement**). If there is a separate mutually signed agreement between customer and Riverbed expressly covering the VPN Performance Diagnostic Service, then the express terms of that agreement will govern, provided however, in the event of a conflict between the Agreement and any existing agreement, the terms of the Agreement will control.



Riverbed is the only company with the collective richness of telemetry from network to app to end user, that illuminates and then accelerates every interaction, so organizations can deliver a seamless digital experience and drive enterprise performance. Riverbed offers two industry-leading portfolios: Alluvio by Riverbed, a differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless, secure digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of partners, and market-leading customers globally – including 95% of the FORTUNE 100 –, we empower every click, every digital experience. Riverbed. Empower the Experience. Learn more at [riverbed.com](https://www.riverbed.com).

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