Accelerate Your Riverbed® SteelHead Deployment and Time to Value

Proven Methodologies to Increase Adoption and Utilization

Your organization has selected SteelHead appliances to accelerate the delivery of mission-critical applications to employees everywhere while dramatically reducing network bandwidth usage.

To quickly realize the benefits of SteelHead, you need expert guidance on how to quickly operationalize the solution within your IT environment. And while SteelHead delivers high optimization performance out of the box, many advanced capabilities and integrations are possible to truly tailor the solution to your unique business requirements.

Earn a faster time to value for your investment with the SteelHead Implementation Service from Riverbed Professional Services (RPS) to achieve the following outcomes:

- Custom deployment design tailored to your environment and WAN optimization objectives

- Integration between relevant SteelHead features and your environment

- Rapid business case justification for your investment in SteelHead solutions

- Faster Riverbed solution adoption and time to value

Key Service Benefits

- Accelerate your ROI with Riverbed's proven expertise and best practice methodologies
- Enjoy peace of mind with a ready-to- run, Riverbed-validated solution

- Streamline operations by implementing reliable, prescriptive, and repeatable workflows
- Avoid costly mistakes and minimize disruptions to business and IT operations

- Enhance knowledge and proficiency with targeted knowledge transfer sessions
- Establish an expansion-ready framework to easily accommodate future needs

Service Overview

RPS leverages proven, repeatable implementation methodologies to ensure consistent and positive outcomes. The SteelHead Implementation Service is delivered through the following phases:

Phase 1: Plan and Design

Lay the foundation for a successful implementation by gathering requirements and creating a design and/or implementation plan.

Phase 2: Configure

Prepare the products for final implementation with specific configurations that meet the requirements gathered during Phase 1.

Phase 3: Enable and Validate

Configure the products to enable immediate business value that matches the requirements gathered in Phase 1.

Phase 4: Document

Document design, deployment, and configuration.

SteelHead Implementation Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, Riverbed provides two SteelHead Implementation Service packages for new SteelHead implementations: Standard and Advanced. The following table identifies the service features included in each phase and highlights the differences between each package.

The Standard Service is available for all SteelHead appliances except for CX5000 and CX7000 models. The Advanced Service is available only for SteelHead CX5000 and CX7000 models. Services identified as an "Add-on" in the table below are optional services that are not included in the SteelHead 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.

Service Phase	Service Feature	Standard Service (Excludes CX5000 and CX7000 models)	Advanced Service (Applies to CX5000 and CX7000 models only)
Phase 1: Plan and Design	Solution Planning	✓	✓
	Solution Design	✓	✓
Phase 2: Configure	Rack and Stack	Included with separate purchase of SteelHead Appliance Rack and Stack Add-on	Included with separate purchase of SteelHead Appliance Rack and Stack Add-on
	Base Configuration	✓	✓
	SteelHead Controller Configuration	✓	✓
	Large Office/Data Center SteelHead Configuration		✓
	Branch SteelHead Configuration	✓	
Phase 3: Enable and Validate	Non-encrypted WAN Optimization	✓	✓
	Management System Integration	✓	✓

Service Phase	Service Feature	Standard Service (Excludes CX5000 and CX7000 models)	Advanced Service (Applies to CX5000 and CX7000 models only)
	Encrypted Microsoft WAN Optimization	Included with separate purchase of SteelHead Advanced On-Prem Microsoft Services Add-on	Included with separate purchase of SteelHead Advanced On-Prem Microsoft Services Add-on
	SteelHead Controller Integration	✓	✓
Phase 4: Document	As-built Document	✓	✓
	Branch Deployment Guide	✓	✓

Riverbed also offers SteelHead Branch Appliance Implementation Services and SteelHead Large Office/Data Center Appliance Implementation Services for expanding existing SteelHead solution implementations. These packages can also be combined with the SteelHead Implementation Service packages defined above to support additional appliance implementations. The following table identifies the service features included in each phase for these services. The Branch Appliance Service is available for all SteelHead appliances except for CX5000 and CX7000 models. The Large Office/Data Center Appliance Service is available only for SteelHead CX5000 and CX7000 models. Services identifies as an "Add-on" in the table below are optional services that are not included in the SteelHead Branch and Large Office/Data Center Appliance 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.

Service Phase	Service Feature	Branch Appliance Service (Excludes CX5000 and CX7000 models)	Large Office/Data Center Appliance Service (Applies to CX5000 and CX7000 models only)
Phase 1: Plan and Design	Solution Planning	✓	✓
	Solution Design		
Phase 2: Configure	Rack and Stack	Included with separate purchase of SteelHead Appliance Rack and Stack Add-on	Included with separate purchase of SteelHead Appliance Rack and Stack Add-on
	Base Configuration	✓	✓
	Branch SteelHead Configuration	✓	
	Large Office/Data Center SteelHead Configuration		✓
Phase 3: Enable and Validate	WAN Optimization Integration	✓	✓
	Management System Integration		
	SteelHead Controller Integration		
Phase 4: Document	As-built Document		

Riverbed also offers Client Accelerator Implementation Services and SteelHead Interceptor Appliance Implementation Services for expanding existing SteelHead solution implementations. These packages can also be combined with the SteelHead Implementation Service packages defined in the tables above to support additional appliance implementations. The following table identifies the service features included in each phase for these services. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Service Phase	Service Feature	Client Accelerator Service	SteelHead Interceptor Service
Phase 1: Plan and Design	Solution Planning	✓	✓
	Solution Design	✓	✓
Phase 2: Configure	Base Configuration	✓	✓
	Large Office/Data Center SteelHead Configuration		✓
	Branch SteelHead Configuration		
Phase 3: Enable and Validate	WAN Optimization Integration	✓	✓
	Management System Integration	✓	✓
	SteelHead Controller Integration	✓	✓
Phase 4: Document	As-built Document	✓	✓

Products

The applicable products that will be configured as part of each package of the SteelHead Implementation Services are as follows:

Service	Applicable Products
Standard Implementation	Up to five SteelHead appliances (excludes CX5000 and CX7000 models)
Advanced Implementation	Up to two data center SteelHead appliances at a single site (applies to CX5000 and CX7000 models only)
Branch Appliance Implementation	Up to two SteelHead appliances (excludes CX5000 and CX7000 models)
Large Office/Data Center Appliance Implementation	Up to two data center SteelHead appliances at a single site (applies to CX5000 and CX7000 models only)
Client Accelerator Implementation	Up to one Client Accelerator Controller at a single site and up to 10 Client Accelerator clients
Interceptor Appliance Implementation	Up to two SteelHead Interceptor appliances at a single site
Rack and Stack Add-on	Up to two SteelHead appliances at a single site (includes T&E)
On-Prem Microsoft Services Add-on	Up to five SteelHead appliances and SteelHead Controller integration Up to one WinSec Controller (physical or virtual)

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 SteelHead appliances at a single site included with the separate purchase of the SteelHead Appliance Rack and Stack Add-on.
Base Configuration	Initial configuration of appliance, including management interface, in-path interface, hostname, RiOS version, etc.
SteelHead Controller Configuration	Configure a SteelHead Controller appliance with grouping and configuration policy structure.
Large Office/Data Center SteelHead Configuration	Configure a large office or data center SteelHead appliance (applies to CX5000 and CX7000 models only).
Branch SteelHead Configuration	Configure a branch SteelHead appliance (excludes CX5000 and CX7000 models).
Non-encrypted WAN Optimization	Enable optimization using Layer 7 optimization features for non-encrypted applications, including SMB, HTTP, MAPI, Citrix, Lotus Notes, etc., and tuning using in-path rules.
Management System Integration	Integrate built-in management capabilities, which include SNMP, Syslog, email notifications, and alarm management.
Encrypted Microsoft WAN Optimization	Enabling Windows Active Directory integration, optimization of encrypted Exchange (HTTPS/MAPI), encrypted SharePoint (HTTPS), signed SMB, and secure peering. Included with the separate purchase of the SteelHead Advanced On-Prem Microsoft Services Add-on.
SteelHead Controller Integration	Enable management capability of SteelHead, Client Accelerator, and SteelHead Interceptor appliances through the SteelHead Controller.
As-built Document	Documentation detailing deployment and configuration performed as part of the Riverbed product implementation.
Branch Deployment Guide	Documentation detailing procedures for deploying additional branch office SteelHead appliances.
WAN Optimization Integration	Integrate SteelHead, Client Accelerator, and SteelHead Interceptor appliances into the existing WAN optimization solution.

Scope

All SteelHead Implementation Services and add-on services listed in this document, with the exception of the SteelHead Appliance Rack and Stack Add-on, are delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately or local resources are available. All activities are done in consecutive days. 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 must be purchased separately.

Invoicing and Pricing

- For pricing information, or to create a customized engagement, please contact your Riverbed Professional Services sales representative or send your inquiry to proserve@riverbed.com.

- The services described herein will be delivered in phases as set forth in this document.

- 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 SteelHead Implementation Service is subject to the applicable terms and conditions available at https://www.riverbed.com/servicesterms (**Agreement**). If there is a separate mutually signed agreement between customer and Riverbed expressly covering the SteelHead Implementation 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.

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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.