Evaluate Your Performance Management Maturity and Strengthen Competency

Know where you are and where you need go for performance management

We live in a digital age where business performance is dependent on application performance. But increases in number of locations, distances, islands of infrastructure, and disaggregation of data often hinder application performance.

Enterprises turn to Riverbed® to maximize business performance with greater agility, enhanced visibility, increased performance and improved efficiency. Riverbed's Application Performance Platform™ transforms application performance into a competitive advantage by giving you the tools to ensure business applications perform as expected, data is always available when needed, and performance issues are quickly resolved – before end users even notice.

Based on best practices developed over the years, Riverbed Professional Services (RPS) takes a holistic view towards evaluating your organization's performance management capabilities and current-state gaps in relation to critical application risk and business KPI metrics, and identifies recommendations to improve performance management maturity.

Engage RPS for the Performance Management Maturity Assessment Service to achieve the following outcomes:

- Increased awareness of risks associated with critical applications that support business outcomes

- Identify strategies for effectively progressing management capabilities and maturity

- Opportunities to improve long-term Riverbed investment and business value

Key Service Benefits

- Identify critical application risks, and performance management gaps between current state and desired future state

- Recommendations roadmap with initiatives for supporting business outcomes and enhancing technology adoption

- Improve business decision-making by leveraging performance management best practices

Service Overview

RPS leverages proven, repeatable implementation methodologies to ensure consistent and positive outcomes. The Performance Management Maturity Assessment Service is delivered through the following phases:

Phase 1: Plan

Lay the foundation for a successful engagement by reviewing requirements and collecting information pertaining to the environment to serve data collection and analysis needs.

Phase 2: Collect

Leverage a workshop-based format for data collection with key stakeholders and cross-functional team representation to perform analysis.

Phase 3: Analyze

Interactively consume and analyze the data collected extracting information to identify key findings based on engagement objectives.

Phase 4: Report

Create and deliver the final report, detailing the findings and recommendations to help achieve desired outcomes.

Performance Management Maturity Assessment Service

To provide for effective customer collaboration, all phases of the Performance Management Maturity Assessment Service are delivered onsite by Riverbed Performance Consultants at the customer's primary place of business except for Phase 1 (Plan), which is delivered remotely. The service utilizes a consultative approach and practical framework to develop a realistic plan to move up the performance management maturity model. This plan is based on an assessment of current state and desired future state, a gap analysis of people, process and technology, and expert recommendations to close identified gaps.

The following table identifies the service features included in each phase of the Performance Management Maturity Assessment Service. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Service Phase	Service Feature	Standard
Phase 1: Plan	Assessment Planning	✓
Phase 2: Collect	Organizational Landscape	✓
	Cross-Functional Team Workshop	✓
	Critical Application and KPI Metrics Inventory	✓
Phase 3: Analyze	Critical Application Risk Analysis	✓
	Business KPI Metrics Analysis	✓
	Riverbed Technology Adoption	✓
	Performance Management Capability Analysis	✓
	Performance Management Gap Analysis	✓
Phase 4: Report	Performance Management Best Practice Guidance	✓
	Executive Briefing Report	✓
	Recommendations Roadmap	✓

To provide best service outcomes, strong customer participation is highly recommended. Participation should consist of primary business and technical stakeholders in customer's lines of business, application, infrastructure, network, and service desk departments who are ideally management, senior engineers, architects, and developers responsible for service delivery, application performance management, network performance management, and end-user experience monitoring.

Service Feature Definitions

Service Feature	Definition
Assessment Planning	Review business and technical requirements, and plan high-level activities required to accomplish the service. Includes preliminary IT architecture and current Riverbed deployment discussion.
Organizational Landscape	Understand the customer's organizational landscape, including senior management structure, lines of communication, assignment of responsibilities and coordination of team activities, targeted at identifying appropriate performance management best practice recommendations.
Cross-Functional Team Workshop	One onsite workshop session of up to 2 hours per team for up to 3 teams. The workshop includes understanding each team's capabilities based on a performance management maturity model with insights into team's KPI metrics for measuring business outcomes and critical applications. It is recommended that customer's teams include cross-functional representatives, such as primary business and technical stakeholders in lines of business, application, infrastructure, network, and service desk departments to provide a holistic view.
Critical Application and KPI Metrics Inventory	Identify up to 10 key critical applications for evaluating risk analysis and visibility into business KPI metrics, focused on quantifying the business value.
Critical Application Risk Analysis	Analyze, in collaboration with the customer, the business risks for the critical applications identified in the Critical Application and KPI Metrics Inventory based on the current state performance management capabilities and gaps.
Business KPI Metrics Analysis	Analyze the collected KPI metrics for desired business outcomes from the teams participating in the Cross-Functional Team Workshop and the critical applications identified in the Critical Application and KPI Metrics Inventory to assess performance management capabilities and gaps, targeted at visibility monitoring, tracking, and reporting to the business.
Riverbed Technology Adoption	Analyze the adoption of the currently deployed Riverbed products to evaluate areas of improvement for enhancing value from the investment.
Performance Management Capability Analysis	Analyze the current state performance management capabilities for the teams participating in the Cross-Functional Team Workshop for supporting business outcomes utilizing IT performance management.
Performance Management Gap Analysis	Analyze and highlight current state performance management gaps based on a maturity model, focused on process, skills, people, governance, service management, tools and KPIs.
Performance Management Best Practice Guidance	Provide a guidance and knowledge transfer session of up to 3 hours on essential Riverbed performance management best practices for effectively progressing along the maturity model in the organization.
Executive Briefing Report	Report on key areas of potential improvement and best practice recommendations, including a maturity model progression comparing the current and desired future state analysis.
Recommendations Roadmap	Recommendations roadmap summary with a phased progression of recommended next steps to reach the desired future state.

Scope

The Performance Management Maturity Assessment Service listed in this document is delivered either remotely or onsite depending on the applicable service phase as set forth in this document. All activities in the Plan phase are delivered remotely. All activities in the Collect, Analyze and Report phases are delivered onsite at the customer's primary place of business over a one week period from Monday to Friday during normal business hours. Applicable Travel & Expenses (T&E) must be purchased separately for the onsite delivery.

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 Performance Management Maturity Assessment 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 Performance Management Maturity Assessment 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®

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.