
Accelerate Your Upgrade and Time to Value

Ensure a Smooth Transition to New Generation Technology


You rely on Riverbed® SteelCentral™ NetProfiler for comprehensive network reporting and analytics and to troubleshoot and resolve application issues before your business is impacted. To support the growing demands on your network imposed by more users, more devices, and today's modern applications, you've decided to upgrade your SteelCentral NetProfiler technology to bolster your monitoring coverage.

Achieve a faster time to value with the SteelCentral NetProfiler Upgrade Implementation Service.

Leveraging a proven implementation methodology developed from hundreds of successful upgrades, Riverbed Professional Services ensures a smooth transition and accelerates your upgrade project.

To begin the engagement, a Riverbed project manager will meet with you to address engagement planning and execution activities, including technical and logistical prerequisites and target completion dates. When appropriate, a Riverbed consultant will be assigned to thoroughly assess your current deployment and develop and execute a detailed set of recommendations to improve performance and meet business and technology upgrade objectives.

Key Service Benefits

- Minimize downtime by ensuring a smooth transition to new software and appliances
 - Accelerate implementation of enhanced monitoring capabilities and increased capacity available with the new SteelCentral NetProfiler
 - Reduce risk and costs by leveraging Riverbed consultants and proven best practices
 - Enhance solution utilization and improve the application visibility that is needed for today's hybrid IT environments
 - Maximize the performance and stability of your SteelCentral NetProfiler deployment
 - Free your IT staff to focus on core business functions
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Service Overview

Armed with extensive knowledge of your environment and Riverbed best practices, the consultant will execute the following phases of activity:

Phase 1: Analyze

- Understand and document all requirements, risks, dependencies, success criteria, and expectations
- Define and document upgrade objectives and network monitoring/reporting requirements (current and future)
- Review current data sources, analytics policies, alerting strategies, and the list of covered devices and sites; document new requirements in support of upgrade objectives
- Evaluate current deployment and configuration, including current appliance health and monitoring coverage
- Define disposition plan for existing appliances
- Understand existing project dependencies and timelines
- Understand change control processes and outage requirements
- Aggregate and investigate collected data and document findings and recommended actions

Phase 2: Design

- Recommend optimal upgrade path, including any changes to module configuration or installation
- Develop deployment plan and project timeline for optimal appliance upgrade schedule
- Provide validation plan for post-upgrade success determination
- Create and present executive summary presentation and detailed report of findings, recommendations, and deployment plan to designated customer personnel

Phase 3: Enable

- Following defined plan, perform a fast recovery from existing appliance to its replacement
- Update configuration of appliance or network span configuration as detailed in upgrade plan
- Validate the new appliance is functioning properly and providing desired business value

Phase 4: Operate

- Conduct knowledge transfer on new product features as well as operation and maintenance of appliances
- Create environment-specific knowledge base documentation
- Project manage disposal of existing appliances based on disposition plan

Phase 5: Evolve

- Engage other business units to determine monitoring and reporting requirements and how additional NetProfiler features can be utilized
- Develop guidelines for increasing capacity to align with business growth
- Review additional Riverbed technologies and services and create a roadmap for enablement of new features and capabilities

Scope and Pricing

The SteelCentral NetProfiler Upgrade Implementation Service is performed both on-site and remotely. Prices may vary based on the number of appliances in your SteelCentral NetProfiler estate, as well as your configuration and reporting needs.

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.

Learn more about our other Professional Services offerings at www.riverbed.com/services-training.

Related services

SteelCentral NetProfiler Upgrade Readiness Service assesses the business benefits of upgrading and develops an optimal plan to implement new capabilities from the newest SteelCentral NetProfiler appliances.

Resident Consultant Service leverages an RPS consultant with deep product expertise and extensive implementation experience, who works daily with your staff to execute business integration, design, deployment, configuration, maintenance, and management activities.

Technology Adoption Service accelerates and increases the adoption and value of your Riverbed solutions through the development of best practice operational processes linked to your desired business outcomes.

About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 26,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at riverbed.com/services-training.

The Riverbed logo consists of the word "riverbed" in a lowercase, bold, orange sans-serif font.