

Application Performance Diagnostic Service

To provide added flexibility when addressing unique customer requirements and desired business outcomes, two different offerings of the Application Performance Diagnostic Service are available: Network and Endpoint. The Network offering provides up to 10 business days of Riverbed product setup at one location, data collection and validation, analysis, and report generation and delivery, while the Endpoint offering provides up to 10 business days of Riverbed product setup on up to 250 endpoints, data collection and validation, analysis, and report generation and delivery. The following table identifies the service features and highlights the differences between each offering. Service features identified in the table are further described in the Service Feature Definitions section of this document. Please refer to the [offering menu](#) for how many GCS Credits these offerings consume.

Service Feature	Network Offering	Endpoint Offering
Analysis Planning	✓	✓
Solution Implementation	Riverbed AppResponse at one site	Up to 250 Riverbed Aternity endpoints
Data Collection	✓	✓
Data Validation	✓	✓
Bottleneck Tier Identification	✓	✓
Problem Quantification	✓	✓
Selected Transaction Analysis	Up to five transactions	Built-in business activities
Final Report	✓	✓

A Rapid Response add-on service is available for both Network and Endpoint offerings 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. The Rapid Response add-on service must be purchased separately and is not eligible for redemption of GCS Credits.

Products

The following products may be used during the course of the engagement:

Service Offering	Applicable Products
Application Performance Network Diagnostic	Up to one Riverbed AppResponse appliance
Application Performance Endpoint Diagnostic	Up to 250 Riverbed Aternity endpoint agents

Product usage is available if the necessary products (as defined by RPS) are not available for use. Please contact your Project Manager for more information.

Service Feature Definitions

Service Feature	Definition
Analysis Planning	Determine the appropriate solution set and instrumentation points to collect optimal data for performance diagnostic analysis.
Solution Implementation	Install and configure the products listed above.
Data Collection	Collect application performance data specific to in-scope applications and transactions from the implemented Riverbed solutions.
Data Validation	Validate the required data coverage for proper performance analysis is being collected.
Bottleneck Tier Identification	Identify the primary server or service responsible for application performance problems, based on collected and analyzed data.
Problem Quantification	Determine actual problem impact and timeline based on collected data.
Selected Transaction Analysis	Conduct detailed transactional analysis of the identified workflow units (transactions), showing specific causes of delay. Transaction examples include “login,” “data entry,” “search for object,” etc.
Final Report	Final engagement report containing executive summary, analysis of findings, and recommendations on next steps towards improving application performance.

Invoicing and Pricing

For pricing information, please contact your Riverbed Global Customer Success representative at gcs-credits@riverbed.com or learn more at riverbed.com/gcs-credits.

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.

All GCS Credits and professional services provided by Riverbed are subject to the applicable professional services terms and conditions available at www.riverbed.com/serviceterms (“Agreement”). In the event of a conflict between this brochure and the Agreement, the Agreement will govern with respect to the subject matter of the conflict.