Riverbed NetIM Implementation Service

The following table identifies the service features included in the Riverbed NetIM Implementation Service. Service features identified in the table below are further described in the Service Feature Definitions section of this document. Please refer to the offering menu for how many GCS Credits this offering consumes.

Service Feature	Standard Offering
Solution Planning	✓
Solution Design	✓
Base Configuration	✓
Data Collection	Up to 5,000 devices
Riverbed Portal Configuration	✓
Riverbed NetIM Grouping	Standard groups by location using device names
Riverbed Portal Standard Dashboards	Up to One Dashboard
Alerts	Up to Two Alerts
Integration with Riverbed Portfolio	
As-built Document	✓
Standard Operating Procedures	✓
Operational Best Practices	

Other NetIM features such as AppNetwork Path configuration, third-party integration (e.g., with Splunk for alerting), synthetic tests, or custom metrics require additional GCS Credits for Performance Consultant offerings.

Products

The applicable products that will be evaluated as part of each package of the Riverbed NetIM Implementation Service are:

Service	Applicable Products
Riverbed NetIM Standard Implementation Service	• One Riverbed NetIM v2.x or later deployment. Virtual environment sizing to be confirmed based on sizing guide in product requirements document during Solution Planning phase.

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.
Base Configuration	Initial configuration of appliance, including management IP address, email gateway, external authentication source, backups, and product updates.
Data Collection	Implement device list management and perform configuration and SNMP and CLI metric collection for up to the number of specified devices. Implement grouping, link inference, and data management and storage as needed.
Riverbed Portal Configuration	Add implemented Riverbed product as a data source to Riverbed Portal. If a Riverbed Portal license has not been deployed, this includes performing base deployment in order to add the data source.
Riverbed NetIM Grouping	Device groups are used for creating meaningful maps, dashboards and reporting
Riverbed Portal Standard Dashboard	Dashboard views that are available out of the box when Riverbed Portal is purchased.
Alerts	An alert is based either on customer-provided SLAs (thresholds) or from a baseline value
Integration with Riverbed Portfolio	Configure standard integrations with other Riverbed products the customer owns (e.g., drilldowns from Riverbed Portal, SteelFlow WTA, Riverbed AppResponse flow export to Riverbed NetProfiler, etc.).
As-built Document	Documentation detailing deployment and configuration performed as part of the Riverbed product implementation.
Standard Operating Procedures	Documentation on best practices for configuring and maintaining the product such as updating software versions, application definitions, reports, etc.
Operational Best Practices	Documentation on common triage workflows using the product.

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.

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