Riverbed Performance Monitoring Audit Service

The following table identifies the service features included in the Riverbed Performance Monitoring Audit Service offering. Note that any remediation assistance can be performed by Riverbed with the additional consumption of the Performance Consultant offering. 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
Audit Planning	✓
Data Collection	✓
Data Validation	✓
Appliance Performance Audit	✓
Appliance System Health Audit	✓
Management Integration Audit	✓
Appliance Sizing Evaluation	✓
Audit Report	✓
Remediation Recommendation	✓

Products

The applicable products that will be evaluated as part of each package of the Riverbed Performance Monitoring Audit Services are:

Service	Applicable Products

Riverbed Performance Monitoring Standard Audit	• Riverbed Portal AND one of the following:
	  • Up to 4 AppResponse appliances
	  • Up to 2 NetProfiler w/ Flow Gateway appliances
	  • 1 NetProfiler w/ Flow Gateway appliance and up to 3 AppResponse appliances

Service Feature Definitions

Service Feature	Definition
Audit Planning	Review business and technical requirements and plan high-level activities required to accomplish the audit. Includes preliminary network and application architecture review, and solution deployment design.
Data Collection	Gather the current-state Riverbed performance monitoring solution design, configuration, and future-state application performance initiatives. Provide guidance and assistance for logging data collection.
Data Validation	Validate collected data for completeness versus audit plan. Generate models using Riverbed's tools where applicable to validate data import and model completeness.
Application Performance Audit	Analyze the current-state performance monitoring collected from the Riverbed performance monitoring solutions, including, but not limited to, overall system health, total throughput, and performance visibility validation.
Appliance System Health Audit	Analyze the current-state system health of the Riverbed NPM appliances in scope, including, but not limited to, hardware errors, performance capacity, and logging notifications.
Management Integration Audit	Analyze the integration of built-in management capabilities in the network environment including, but not limited to, Service Now, Splunk, SNMP, Syslog email notifications and alarm management.
Appliance Sizing Evaluation	Analyze the current-state Riverbed NPM appliances in scope for potential sizing recommendations to improve performance monitoring capability based on future initiative requirements.
Audit Report	Report on the key areas of potential improvement and best practice recommendations, including but not limited to an evaluation of Riverbed performance monitoring appliance upgrade.
Remediation Recommendation	Provide recommendations on how to resolve any issues found. Actual remediation work would require consumption of Performance Consultant offering(s). Please work with your project manager for proper scoping.

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.

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