

SteelHead Optimization Audit Service

To provide added flexibility when addressing unique customer requirements and desired business outcomes, three offerings of the SteelHead Optimization Audit Service are available: Starter, Standard and Advanced. The following table identifies the service features included and highlights the differences between each 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 these offerings consume.

Service Feature	Starter Offering	Standard Offering	Advanced Offering
Audit Planning	✓	✓	✓
Solution Instrumentation	✓	✓	✓
Data Collection	✓	✓	✓
Data Validation	✓	✓	✓
Optimization Performance Audit	✓	✓	✓
Appliance System Health Audit	✓	✓	✓
Management Integration Audit	✓	✓	✓
Appliance Sizing Evaluation		✓	✓
Business Value Analysis			✓
Audit Report	✓	✓	✓
Troubleshooting Guidance	✓	✓	✓
Change Management Guidance		✓	✓
Remediation Assistance		Up to One Change Window	Up to One Change Window
Business Value Analysis Report			✓

Products

The applicable products that will be evaluated as part of each package of the SteelHead Optimization Audit Services are:

Service	Applicable Products
SteelHead Optimization Starter Audit Service	<ul style="list-style-type: none"> • Up to 100 SteelHead and Interceptor appliances • 1 Client Accelerator Controller
SteelHead Optimization Standard Audit Service	<ul style="list-style-type: none"> • Up to 100 SteelHead and Interceptor appliances • 1 Client Accelerator Controller
SteelHead Optimization Advanced Audit Service	<ul style="list-style-type: none"> • Up to 100 SteelHead and Interceptor appliances • 1 Client Accelerator Controller

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.
Solution Instrumentation	Install and configure associated Riverbed solutions to meet assessment requirements.
Data Collection	Gather the current-state Riverbed WAN optimization 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.
Optimization Performance Audit	Analyze the current-state optimization and application performance statistics collected from the WAN optimization solution, including, but not limited to, throughput, data reduction and bandwidth optimization.
Appliance System Health Audit	Analyze the current-state system health of the SteelHead appliances, 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, SNMP, Syslog email notifications and alarm management.
Appliance Sizing Evaluation	Analyze the current-state WAN optimization solution for potential sizing recommendations to improve application performance capability based on future initiative requirements.
Business Value Analysis	Analyze the business value of WAN optimization for up to three customer-selected applications by comparing the non-optimized and optimized performance output for three transactions for each application from the end-user's (client) workstation.
Audit Report	Report on the key areas of potential improvement and best practice recommendations, evaluation of SteelHead upgrade, and the status of the remediation effort.
Troubleshooting Guidance	Provide guidance and knowledge transfer of up to four hours on essential Riverbed troubleshooting best practices for effectively diagnosing the WAN optimization solution.
Change Management Guidance	Provide guidance and knowledge transfer of up to four hours on essential Riverbed change management best practices for proactively maintaining the WAN optimization solution.
Remediation Assistance	Collaborate with the customer to plan, prepare and prioritize activities that are performed within the Change Window to assist in remediation of the key areas of potential improvements identified in the analysis and determine the change impact from remediation.
Change Window	Period of up to eight consecutive hours, during which RPS and the customer will perform a set of pre-planned changes and testing within the production environment.
Business Value Analysis Report	Report on the value and ROI approximation obtained from the Business Value Analysis using supporting data from the application performance output.

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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