

## Optimization Business Value Assessment Service

The following table identifies the service features included of the Optimization Business Value Assessment Service. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Service Feature	Standard Offering 144 GCS Credits
Assessment Planning	✓
Solution Instrumentation	✓
Data Collection	✓
Data Validation	✓
End-User Performance Analysis	✓
Business Activity Monitor Analysis	Up to 3 Off the Shelf Applications
Activities per Application	Up to 3
Site Performance Analysis	Up to 5 Sites
SteelHead Technology Adoption	✓
Business Value Analysis	✓
Business Value Analysis Report	✓

## Products

The applicable products that will be used during the course of the engagement are defined in the table below. Each license is a singular unit.

Service	Applicable Products
Optimization Business Value Assessment Service	<ul style="list-style-type: none"> <li>Up to 100 units of SteelCentral Agent License Units for Enterprise SaaS Subscription</li> </ul>

## Service Feature Definitions

Service Feature	Definition
Assessment Planning	Review business and technical requirements and plan high-level activities required to accomplish the assessment. 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 of Riverbed WAN optimization performance using the Aternity SaaS cloud platform's out-of-the-box data collection and future-state application performance initiatives. Provide guidance and assistance for logging end-point data collection leveraging the Aternity SaaS cloud platform.
Data Validation	Validate collected data for completeness versus the assessment plan. Generate models using Riverbed's tools where applicable to validate data import and model completeness.
End-User Performance Analysis	Analyze the current-state EUE optimization and application performance statistics using the Aternity SaaS cloud platform's out-of-the-box data collection for end-points. Compare expected EUE and optimization performance when leveraging an ideal SteelHead configuration.
Business Activity Monitor Analysis	Creation and analysis of monitoring signatures for one Off the Shelf Application. Each activity must be executed in only one way, by one Subject Matter Expert (SME); alternate ways (different keypresses, mouse clicks, etc.) count as additional activities. Activities are applicable to one version of the application and, if the application is a web application, one browser version.
Off the Shelf Application	Generally available applications that are purchased from a third-party supplier and supported by Aternity (see Aternity documentation for a sample of applications currently supported). This does not include any customized applications or any applications developed in-house by the customer.
Activities per Application	A single, discrete end user interaction or event in a managed application (like a mouse click, or pressing Enter), together with its response (like a resulting change on the screen).
Site Performance Analysis	Analyze the current-state optimization and application performance statistics at a single site. Compare expected optimization performance when leveraging an ideal SteelHead configuration.
SteelHead Technology Adoption	Analyze the adoption of the currently deployed Riverbed SteelHead products to evaluate areas of improvement for enhancing value from the investment.
Business Value Analysis	Analyze and quantify the business value of WAN optimization from data collection and Business Activity Monitor Analysis for up to three customer-selected Off the Shelf Applications. Compare the non-optimized and optimized performance output for up to three Activities per Application for each customer-selected Off the Shelf Application from the end-user's (client) workstation.
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](mailto:gcs-credits@riverbed.com) or learn more at [riverbed.com/gcs-credits](http://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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