Optimize Your Riverbed® SteelHead™ Deployment and Improve Business Value

Determine areas for improvement, prepare for upcoming IT change, achieve peak performance and quantify business value

You rely on Riverbed® SteelHead™ to optimize application performance and deliver superior experiences for end users everywhere. Now is the time to assess and strengthen your application optimization solution with your SteelHead deployment, particularly as you continue to tackle challenges imposed by multi-tier applications today's complex hybrid networks. Give your SteelHead appliances and business-critical applications a boost by engaging Riverbed Professional Services (RPS) for the SteelHead Optimization Audit Service.

Based on best practices developed over ten years of performing SteelHead audits, this service evaluates your current deployment, and identifies potential issues with your appliances to improve application performance and management. The service can include remediation assistance and analyzing the business value of your SteelHead investment.

Engage RPS for the SteelHead Optimization Audit Service to achieve the following outcomes:

- Increased awareness of your Riverbed SteelHead deployment

- Enhanced optimization and application performance

- Opportunities to improve long-term investment and business value

Key Service Benefits

- Enhance application optimization to achieve targeted performance levels and business value

- Review and assist in remediation efforts for potential issues to enable optimal application performance

- Identify new applications that may benefit from WAN optimization to help support strategic initiatives

- Prepare for hardware refreshes or trade-ups, and enhance the longevity of your Riverbed SteelHead investment

- Accelerate your Return On Investment (ROI) and solution integration to support business objectives

- Improve operational efficiency while expanding your understanding of Riverbed technology

Service Overview

RPS leverages proven, repeatable implementation methodologies to ensure consistent and positive outcomes. The SteelHead   Optimization Audit Service is delivered through the following phases:

Phase 1: Plan

Lay the foundation for a successful engagement by reviewing requirements and collecting information pertaining to the environment to serve data collection and analysis needs.

Phase 2: Collect

Instrument the environment with the required tools and validate data collection for recommended visibility.

Phase 3: Analyze

Interactively consume and analyze data from the deployed Riverbed solutions, extracting information to identify key findings based on engagement objectives.

Phase 4: Report

Create and deliver the final report, detailing the findings and recommend-ations to help achieve desired outcomes.

SteelHead Optimization Audit Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, three packages of the SteelHead Optimization Audit Service are available: Starter, Standard and Advanced. The following table identifies the service features included in each phase and highlights the differences between each package. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Service Phase	Service Feature	Starter	Standard	Advanced
Phase 1: Plan	Audit Planning	✓	✓	✓
Phase 2: Collect	Solution Instrumentation	✓	✓	✓
	Data Collection	✓	✓	✓
	Data Validation	✓	✓	✓
Phase 3: Analyze	Optimization Performance Audit	✓	✓	✓
	Appliance System Health Audit	✓	✓	✓
	Management Integration Audit	✓	✓	✓
	Appliance Sizing Evaluation		✓	✓
	Business Value Analysis			✓
Phase 4: Report	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	• Up to 100 SteelHead and Interceptor appliances • 1 Client Accelerator Controller
SteelHead Optimization Standard Audit Service	• Up to 100 SteelHead and Interceptor appliances • 1 Client Accelerator Controller
SteelHead Optimization Advanced Audit Service	• 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.

Scope

All SteelHead Optimization Audit Services listed in this document are delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately, or local resources are available. All activities are done in consecutive days. The service is expected to be completed within three months of purchase unless otherwise specified in the Agreement. This service does not include any Riverbed products. All Riverbed products must be purchased separately.

Invoicing and Pricing

- For pricing information, or to create a customized engagement, please contact your Riverbed Professional Services sales representative or send your inquiry to proserve@riverbed.com.

- The services described herein will be delivered in phases as set forth in this document.

- 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.

- The Riverbed SteelHead Optimization Audit Service is subject to the applicable terms and conditions available at https://www.riverbed.com/servicesterms (**Agreement**). If there is a separate mutually signed agreement between customer and Riverbed expressly covering the SteelHead Optimization Audit Service, then the express terms of that agreement will govern, provided however, in the event of a conflict between the Agreement and any existing agreement, the terms of the Agreement will control.

riverbed