

Rapidly Diagnose Issues to Restore Application Performance

Quickly Get Underperforming Applications Back up to Speed

Users expect instant access and a consistent experience with their applications. However, performance problems will inevitably disrupt application availability and functionality from time to time, leading to lost revenue, damaged brand reputation, and increased management costs.

Mitigate the impact of issues as they arise with the Application Performance Diagnostic Service (Service or APDS) from Riverbed Professional Services. Using Riverbed performance management tools and proven methodologies, APDS will identify potential causes of issues and provide recommendations that may improve application performance.

APDS will gather detailed performance information from the network, the application, and the end user device using available data sources to rapidly quantify and isolate bottleneck tiers.

Once those bottlenecks are discovered, deeper analysis is performed to determine potential causes, including but not limited to bandwidth-related delay, packet loss, application chattiness and latency delay, TCP receive windows, browser delays, server or endpoint resource exhaustion, database performance issues, and poorly performing application code.

Utilizing APDS will achieve the following outcomes:

- Reduced mean time to resolution
- Highly granular visibility into application performance issues
- Action plan to help prevent performance problems from recurring

Key Service Benefits

- Leverages Riverbed solutions and experienced consultants to quickly triage application performance issues
- Delivers a performance assessment at the endpoint, user and network level
- Provides expert recommendations to improve end-to-end application response time
- Helps reduce downtime, disruption, and cost associated with performance issues

Service Overview

APDS leverages proven, repeatable application performance diagnostic methodologies to ensure consistent and positive outcomes. APDS is delivered through the following phases:

Phase 1: Plan

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

Phase 2: Collect

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

Phase 3: Analyze

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 recommendations to help achieve desired outcomes.

Overview

To provide added flexibility when addressing unique customer requirements and desired business outcomes, two different packages of APDS are available: Network and Endpoint. Both the Network and Endpoint services provide up to 10 business days of Riverbed product setup, data collection and validation, analysis, and report generation and delivery. The following table identifies the service features included in each phase and highlights the differences between each package. Features identified in the table are further described in the Definitions section of this document.

Service Phase	Service Feature	Network Service	Endpoint Service
Phase 1: Plan	Analysis Planning	✓	✓
Phase 2: Collect	Solution Implementation	Riverbed AppResponse at one site	Up to 250 Riverbed Aternity endpoints
	Data Collection	✓	✓
	Data Validation	✓	✓
Phase 3: Analyze	Bottleneck Tier Identification	✓	✓
	Problem Quantification	✓	✓
	Selected Transaction Analysis	Up to five transactions	Built-in business activities
Phase 4: Report	Final Report	✓	✓

A [rapid response add-on service](#) is available to remotely start the engagement within two business days after Riverbed's acceptance of (1) the applicable order issued to Riverbed by you (if you are purchasing directly from Riverbed) or (2) the applicable order issued to Riverbed by the applicable channel partner (if you are purchasing through an authorized Riverbed channel partner). Rapid response engagements require initial analysis using Riverbed software products.

The APDS is delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. All activities are done in consecutive days. The APDS is expected to be completed within three months of purchase unless otherwise specified in the Agreement.

The APDS does not include any Riverbed products. All Riverbed products or product usage, as applicable, must be purchased separately. Riverbed products the customer currently owns may be used; otherwise, Riverbed Professional Services will provide the appropriate products if the customer purchases applicable product usage add-on services.

Products

The following products may be used during the course of the engagement:

Service	Applicable Products
Network	<ul style="list-style-type: none"> One Riverbed AppResponse (up to 6xxx model) appliance
Endpoint	<ul style="list-style-type: none"> Up to 250 Riverbed Aternity agents

Definitions

Service Feature	Definition
Analysis Planning	Determine the appropriate solution set and instrumentation points to collect optimal data for performance diagnostic analysis.
Solution Implementation	Install and configure the products listed above.
Data Collection	Collect application performance data specific to in-scope applications and transactions from the implemented Riverbed solutions.
Data Validation	Validate the required data coverage for proper performance analysis is being collected.
Bottleneck Tier Identification	Identify the primary server or service responsible for application performance problems, based on collected and analyzed data.
Problem Quantification	Determine actual problem impact and timeline based on collected data.
Selected Transaction Analysis	Conduct detailed transactional analysis of the identified workflow units (transactions), showing specific causes of delay. Transaction examples include "login," "data entry," "search for object," etc.
Final Report	Final engagement report containing executive summary, analysis of findings, and recommendations on next steps towards improving application performance.

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 Application Performance Diagnostic Service is subject to the applicable terms and conditions available at <https://www.riverbed.com/serviceterms> (**Agreement**). If there is a separate mutually signed agreement between customer and Riverbed expressly covering the Application Performance Diagnostic 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 is the only company with the collective richness of telemetry from network to app to end user, that illuminates and then accelerates every interaction, so organizations can deliver a seamless digital experience and drive enterprise performance. Riverbed offers two industry-leading portfolios: Alluvio by Riverbed, a differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless, secure digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of partners, and market-leading customers globally – including 95% of the FORTUNE 100 –, we empower every click, every digital experience. Riverbed. Empower the Experience. Learn more at [riverbed.com](https://www.riverbed.com).

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