

# Accelerate Your Riverbed® NetProfiler Deployment and Time to Value

## Proven Methodologies to Increase Adoption and Utilization

To really understand application performance, you need an end-to-end view across your network and underlying IT infrastructure. That's why your organization has selected Riverbed NetProfiler, which gives you a lens to easily troubleshoot and find the root cause of network and application issues.

To quickly realize the benefits of Riverbed NetProfiler, you need expert guidance on how to quickly operationalize the solution within your IT environment. And while Riverbed NetProfiler delivers valuable information out of the box, many advanced capabilities and integrations can be realized to truly tailor the solution to your unique business requirements.

Earn a faster time to value for your investment with the NetProfiler Implementation Service from Riverbed Professional Services (RPS) to achieve the following outcomes:

- Enhanced performance visibility for selected applications
- Integration between purchased Riverbed components and other applicable systems such as event managers using built-in capabilities
- Reporting and alerting configuration
- Knowledge transfer from field experts for configuration, maintenance, and data analysis and insight
- Faster Riverbed solution adoption and time to value

## Key Service Benefits

- Accelerate your ROI with Riverbed's proven expertise and best practice methodologies
- Enjoy peace of mind with a ready-to-run, Riverbed-validated solution
- Streamline operations by implementing reliable, prescriptive, and repeatable workflows
- Avoid costly mistakes and minimize disruptions to business and IT operations
- Enhance knowledge and proficiency with targeted knowledge transfer sessions
- Establish an expansion-ready framework to easily accommodate future needs

## Overview

RPS leverages proven, repeatable implementation methodologies to ensure consistent and positive outcomes. The Riverbed NetProfiler Implementation Service is delivered through the following phases:

### Phase 1: Plan and Design

Lay the foundation for a successful implementation by gathering requirements and creating a design and/or implementation plan.

### Phase 2: Configure

Prepare the products for final implementation with specific configurations that meet the requirements gathered during Phase 1.

### Phase 3: Enable and Validate

Configure the products to enable immediate business value while validating data collection, report data, and alerting matches to the requirements gathered in Phase 1.

### Phase 4: Document

Document best practices for deployment, configuration, maintenance, and usage.

## Riverbed NetProfiler Implementation Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, Riverbed provides three different Riverbed NetProfiler Implementation Service packages for new or existing Riverbed NetProfiler solution implementations: 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 and Design	Solution Planning	✓	✓	✓
	Solution Design	✓	✓	✓
Phase 2: Configure	Base Configuration	✓	✓	✓
	Data Collection	✓	✓	✓
	Riverbed Portal Configuration		✓	✓
Phase 3: Enable and Validate	Application-Specific Definitions	Up to Five Applications	Up to 10 Applications	Up to 10 Applications
	Riverbed NetProfiler Native Dashboard	Up to One Dashboard	Up to Two Dashboards	Up to Two Dashboards
	Riverbed NetProfiler Application Service Maps	Up to One Service Map	Up to Two Service Maps	Up to Five Service Maps
	Riverbed Portal Standard Dashboards		Up to One Dashboard	Up to One Dashboard per Application
	Riverbed Portal Custom Dashboards		Up to One Dashboard	Up to Two Dashboards per Application
	Alerts		Up to Two Alerts	Up to Two Alerts per Application
	Riverbed NetProfiler Custom Reports		Up to Five Reports	Up to 10 Reports
	Riverbed Portal Application Maps			Up to One Map per Application
	Riverbed Portfolio Integration			✓
Phase 4: Document	As-built Document	✓	✓	✓
	Standard Operating Procedures		✓	✓
	Operational Best Practices			✓

Riverbed also offers Base AppResponse Implementation Services, Virtual Base AppResponse Implementation Services, Flow Gateway Implementation Services, and NetProfiler Cluster Expansion Implementation Services for expanding existing Riverbed NetProfiler solution implementations. These packages can also be combined with the Riverbed NetProfiler Implementation Service packages defined above to support additional appliance implementations.

The following table identifies the service features included in each phase for each service. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Phase	Feature	Base AppResponse	Virtual Base AppResponse	Flow Gateway	NetProfiler Expansion
Phase 1: Plan and Design	Solution Planning	✓	✓	✓	✓
	Solution Design				
Phase 2: Configure	Base Configuration	✓	✓	✓	✓
Phase 3: Enable and Validate	Data Collection	✓	✓	✓	✓
Phase 4: Document	As-built Document				

The Implementation Services listed above are delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately, or local resources are available. 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 or any diagnostic, audit, or assessment services. All Riverbed products must be purchased separately.

## Products

The applicable products that will be configured as part of each package of the NetProfiler Implementation Services are as follows:

Service	Applicable Products
Riverbed NetProfiler Starter Implementation Service	<ul style="list-style-type: none"> <li>One Riverbed NetProfiler appliance with under 120K Flow Per Minute (FPM) Licenses</li> <li>Up to two Riverbed Flow Gateway appliances</li> <li>Up to two Riverbed AppResponse appliances with base license only</li> <li>Up to five Riverbed Virtual AppResponse appliances with base license only</li> </ul>
Riverbed NetProfiler Standard Implementation Service	<ul style="list-style-type: none"> <li>One Riverbed NetProfiler appliance with under 2M FPM licenses</li> <li>Up to two Riverbed Flow Gateway appliances</li> <li>Up to two physical or up to 10 Virtual Riverbed AppResponse appliances with base license only</li> </ul>
Riverbed NetProfiler Advanced Implementation Service	<ul style="list-style-type: none"> <li>One Riverbed NetProfiler appliance cluster with 2M or more FPM licenses</li> <li>Up to two Riverbed Flow Gateway appliances</li> <li>Up to two physical or up to 10 Virtual Riverbed AppResponse appliances with base license only</li> </ul>

Service	Applicable Products
Riverbed NetProfiler Cluster Expansion Implementation Service	<ul style="list-style-type: none"> <li>One additional Riverbed NetProfiler Dispatcher or Expansion appliance to be added to the cluster.</li> </ul>
Base AppResponse Implementation Service	<ul style="list-style-type: none"> <li>One Riverbed AppResponse appliance with base license only</li> </ul>
Virtual Base AppResponse Implementation Service	<ul style="list-style-type: none"> <li>Up to five Virtual Riverbed AppResponse appliances with base license only</li> </ul>
Flow Gateway Implementation Service	<ul style="list-style-type: none"> <li>One Riverbed Flow Gateway appliance</li> </ul>

## Feature Definitions

Feature	Definition
Solution Planning	Review requirements and plan high-level activities required to accomplish the implementation tasks with the customer.
Solution Design	Review customer's network, application, and management system architecture, determine configured required, and provide guidance for product deployment.
Base Configuration	Initial configuration of appliance, including management IP address, email gateway, external authentication source, backups, and product updates.
Data Collection	Validation that data necessary to monitor defined applications, networks, and services is being collected properly.
Riverbed Portal Configuration	Add implemented Riverbed product as a data source to Riverbed Portal. If a Riverbed Portal license has not been deployed, this includes performing base deployment in order to add the data source.
Application	Up to 20 unique components behind one "entry" IP address within one data center that provide services to satisfy individual requests (multiple Java or .NET applications on one host count as multiple components). If the application is web based, the application definition can have up to five unique URL patterns.
Riverbed NetProfiler Native Dashboard	Dashboard views that are available out of the box when Riverbed NetProfiler is purchased.
Riverbed NetProfiler Application Service Maps	An application model, including an application dependency map and the corresponding views created by Riverbed NetProfiler.
Riverbed Portal Standard Dashboard	Dashboard views that are available out of the box when Riverbed Portal is purchased.
Riverbed Portal Custom Dashboard	Customized, application-specific dashboard views that are developed during the course of the implementation service.
Alert	An alert is based either on customer-provided SLAs (thresholds) or from a baseline analysis of at least one week of historical data.
Riverbed NetProfiler Custom Reports	Customized reporting requirement for Riverbed NetProfiler views.
Riverbed Portal Application Map	An application model, including the application map and the corresponding views created by Riverbed Portal.
Integration with Riverbed Portfolio	Configure standard integrations with other Riverbed products the customer owns (e.g., drill-downs from Riverbed Portal, SteelFlow WTA, Riverbed AppResponse flow export to Riverbed NetProfiler, etc.).
As-built Document	Documentation detailing deployment and configuration performed as part of the Riverbed product implementation.
Standard Operating Procedures	Documentation on best practices for configuring and maintaining the product such as updating software versions, application definitions, reports, etc.
Operational Best Practices	Documentation on common triage workflows using the product.

## 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](mailto: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 NetProfiler Implementation Service is subject to the applicable terms and conditions available at <https://www.riverbed.com/service/terms> (**Agreement**). If there is a separate mutually signed agreement between customer and Riverbed expressly covering the NetProfiler Implementation 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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