Accelerate Your Riverbed® Portal Deployment and Time to Value

Proven Methodologies to Increase Adoption and Utilization

Gaining visibility into application performance is increasingly difficult with today's complex, hybrid IT architectures. That's why your organization has selected Riverbed Portal for a single source of truth into application performance to accelerate troubleshooting and provide meaningful data to stakeholders throughout the enterprise.

To quickly realize the benefits of Riverbed Portal, you need expert guidance on how to quickly operationalize the solution within your IT environment. And while Riverbed Portal delivers valuable information out of the box, many advanced capabilities and integrations are possible to truly tailor this performance visibility to your unique business requirements.

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

- Enhanced performance visibility for applications covered by existing Riverbed solutions

- Integration between purchased Riverbed components and other applicable systems such as event managers using built-in capabilities

- 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   Portal 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 Portal Implementation Service

The following table identifies the service features included in each phase of the Riverbed Portal Implementation Service.

Service Phase	Service Feature	Standard
Phase 1: Plan and Design	Solution Planning	✓
	Solution Design	✓
Phase 2: Configure	Base Configuration	✓
	Data Source Connection	Up to Five Existing Data Sources
Phase 3: Enable and Validate	Riverbed Portal Standard Dashboards	Up to Five Dashboards
	Riverbed Portal Application Maps	Up to Five Maps
	Riverbed Portfolio Integration	✓
Phase 4: Document	As-built Document	✓
	Standard Operating Procedures	✓
	Operational Best Practices	

The Riverbed Portal Standard Implementation Service is 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 or any application performance troubleshooting or analysis. All Riverbed products must be purchased separately. This service also does not include any data source validation. It is primarily intended to upgrade existing Riverbed customers to Riverbed Portal. If more than five data sources exist, custom scoping is required.

Products

The applicable products that will be configured as part of the Riverbed Portal Implementation Service are as follows:

Service	Applicable Products
Standard Implementation Service	• One Riverbed Portal server will be deployed and configured with this service.

Feature Definitions

Service 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 configuration required, and provide guidance for product deployment.
Base Configuration	Initial configuration of Riverbed Portal application, including authentication source and product updates.
Riverbed Portal Standard Dashboards	Standard dashboards that are available out of the box when Riverbed Portal is purchased.
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 Documentation	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.

- The service defined 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 Portal Implementation 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 Portal 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.

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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.