riverbed

Reduce Risk to Maximize Performance

Mitigate the Risks to Achieve Peak Performance and Efficiency

Every industry is in a cycle of accelerated business transformation driven by the continuous evolution of technology. Organizations understand the importance of knowing how well their applications perform, whether preparing to migrate their on-premise applications to Amazon Web Services, Microsoft Azure or other SaaS providers, or for significant infrastructure or application upgrades following mature change and performance management processes.

The measurement and performance validation of networks and applications can improve the following critical business requirements:

- Cost reduction and optimization
- Increased network and application performance
- Business agility to address ever changing needs

Inability to address these critical business requirements can lead to a decrease in competitive advantage, innovation agility, and asset and personnel effectiveness.

Measure and validate current application performance to compare against post-change application performance with the Application Performance Baseline (APB) Assessment Service (the Service) from Riverbed Professional Services.

Utilizing Industry leading end-user and network performance solutions, combined with diagnostic and predictive analysis workflows and established assessment best practices using real world performance data from your existing end users and data center services, the benefits of the Service may include:

- Application performance tuning and optimization to identify and resolve high risk components to ensure optimal performance
- End-user, network and application performance baseline to confidently detect and assess anomalous performance events post change
- Reduction in performance issue resolution from greater understanding of normal performance characteristics
- Quantify expected network throughput to validate transport costs and identify areas of improvement

Key Service Benefits

- Improved end-user, network and application performance awareness and performance management maturity

- Reduction in unacceptable network and application performance events

- Solid network performance baseline for a wide variety of performance management processes

Overview

The Service is designed to quantify and validate your application performance before the upcoming change and assess the same end-user, application and network performance metrics post-change. By conducting the baseline, Riverbed Professional Services will be able to measure the current application performance and availability of your application. This pre-change analysis will be compared against the post-change data to validate the expected outcome of the change and confirm no unexpected application performance problems were introduced. Changes can be as simple as a new application version release launch, or a complex application or network migration.

Riverbed Professional Services leverages proven, repeatable methodologies to ensure consistent and positive outcomes. The Service is delivered in 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 and Aternity solutions and validate data collection for recommended visibility.

Phase 3: Analyze

Analyze data from the deployed Riverbed and Aternity solutions, extracting information and evaluate key findings pre- and post-change based on engagement objectives.

Phase 4: Report

Create and deliver the final report, detailing findings and recommendations to help achieve desired outcomes.

Application Performance Baseline Service

The following table identifies the features of the Service applicable to each component:

Phase	Feature	Performance Baseline
Phase 1: Plan	Baseline Assessment Planning	✓
	Baseline Assessment Design	✓
Phase 2: Collect	Solution Instrumentation	✓
	Data Collection	✓
	Data Validation	✓
Phase 3: Analyze	Baseline Network Performance	✓
	End User and Application Performance	Up to 250 endpoints
Phase 4: Report	Baseline Performance Report	✓
	Post-Change Risk Mitigation Recommendations	✓

The Service contains both on-site and off-site deployment and analysis and will have non-contiguous engagement activities to allow for the appropriate change to occur and sufficient network performance data to be collected before and after the change. Factors that affect pricing include, but not limited to (i) type of data that will be collected, (ii) amount of data to be collected, and (iii) Travel & Expenses (T&E).

Products

The Riverbed products used for the Service are identified below. Riverbed product usage may be made available (as determined by Riverbed) if customer has not previously purchased such products.

Component	Applicable Products
Baseline Performance	• Riverbed AppResponse • Aternity End-User Agent

Feature Definitions

Feature	Definition
Baseline Assessment Planning	Review business and technical requirements and plan high-level activities required to accomplish the service.
Baseline Assessment Design	Design instrumentation plan with input from Baseline Assessment Planning.
Solution Instrumentation	Install associated Riverbed solutions and configure them to meet assessment requirements. Perform instrumentation review if solutions are pre-deployed.
Data Collection	Collect data specific to engagement objectives from the implemented Riverbed solutions.
Data Validation	Validate that required data for proper assessment analysis is being collected.
Baseline Network Performance	Measurement of network performance over the period of the engagement using the Riverbed solutions deployed for one application as identified by the Customer. Performance data will be based on network and application metrics as seen by the AppResponse Application Stream Analysis (ASA) module. This includes both pre-change and post-change measurements.
End-User and Application Performance	Measurement of performance metrics related to end-user actions and devices over the period of the engagement using the Aternity solutions deployed, specific to one application as identified by the Customer. Custom activity monitors may require extra scoping. Performance data will be based on metrics collected by the Aternity agent. This includes both pre-change and post-change measurements.
Baseline Performance Report	Report over the course of the engagement showing the relevant performance metrics for each component.
Post-Change Risk Mitigation Recommendations	Recommendations for identified transaction and application analyzed in pre-change analysis based on expert analysis and prior experience with similar protocols from post-change analysis.

Invoicing and Pricing

- For pricing information, please contact your Riverbed Professional Services representative or send your inquiry to proserve@riverbed.com.
- If you are purchasing directly from Riverbed, additional terms and conditions applicable to invoicing and payments apply. If you are purchasing through an authorized Riverbed channel partner, please contact your channel partner representative.
- The Riverbed Application Performance Baseline 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 Application Performance Baseline 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.