

## SteelCentral SaaS Unified Implementation Service

To provide added flexibility when addressing unique customer requirements and desired business outcomes, three offerings of the SteelCentral SaaS Unified Implementation Service are available: Starter, Standard, and Advanced. The Starter offering is for up to five thousand (5,000) license units for up to one (1) tenant, and the Standard and Advanced offerings are for up to ten thousand (10,000) license units for up to one (1) tenant. The actual distribution of end-point licenses and application or backend server licenses is limited only by the definition of an application in the Service Feature Definitions section (e.g. up to 20 servers per application, up to three applications for Advanced, which would account for up to 2,100 license units per the online [license unit calculator](#)). The following table identifies the service features and highlights the differences between each offering. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Service Feature	Starter Offering 144 GCS Credits	Standard Offering 288 GCS Credits	Advanced Offering 432 GCS Credits
Solution Planning	✓	✓	✓
Solution Design	✓	✓	✓
Base Configuration	✓	✓	✓
SteelCentral Portal Configuration		✓	✓
Business Activity Monitor Creation		Up to 1 Off the Shelf Application	Up to 1 Off the Shelf Application
Activities per Application		Up to 10	Up to 10
Aternity Use Cases Workflow Review	Up to 8	Up to 8	Up to 8
Knowledge Transfer	Up to 3 Teams	Up to 3 Teams	Up to 3 Teams
Server Monitoring	✓	✓	✓
Server-Based Application		Up to 1 Application	Up to 3 Applications
SteelCentral Portal Standard Dashboards		Up to 1 Dashboard	Up to 2 Dashboards per Application
SteelCentral Portal Custom Dashboards			Up to 1 Dashboard per Application
Alerts		Up to 2 SLA Alerts	Up to 2 Alerts per Application
Custom Reports		Up to 1 Report	Up to 5 Reports per Application
SteelCentral Portal Application Maps			Up to 1 Map per Application
Integration Workflow Review		✓	✓
As-built Documentation	✓	✓	✓
Standard Operating Procedures		✓	✓
Operational Best Practices			✓

## SteelCentral Aternity Business Activity Monitor Creation Service

Additional Off the Shelf Application monitors can be created in an existing SteelCentral Aternity deployment with the separate consumption of a SteelCentral Aternity Business Activity Monitor Creation Service (144 GCS Credits). This offering includes up to 10 activities for one Off the Shelf Application. Each activity must be executed in only one way, by one Subject Matter Expert (SME); alternate ways (different keypresses, mouse clicks, etc.) count as additional activities. Activities are applicable to one version of the application and, if the application is a web application, one browser version.

## Products

The applicable products that will be evaluated as part of each offering of the SteelCentral Unified SaaS Implementation Service and SteelCentral Aternity Business Activity Monitor Creation Service are defined in the table below. Each license is a singular unit.

Service Offering	Applicable Products
SteelCentral SaaS Unified Starter Implementation	<ul style="list-style-type: none"> <li>Up to 5,000 units of SteelCentral Agent License Units for Enterprise SaaS Subscription, or SteelCentral Agent License Units for Essentials SaaS Subscription</li> </ul>
SteelCentral SaaS Unified Standard Implementation	<ul style="list-style-type: none"> <li>Up to 10,000 units of SteelCentral Agent License Units for Enterprise SaaS Subscription, or SteelCentral Agent License Units for Essentials SaaS Subscription</li> </ul>
SteelCentral SaaS Unified Advanced Implementation	<ul style="list-style-type: none"> <li>Up to 10,000 units of SteelCentral Agent License Units for Enterprise SaaS Subscription, or SteelCentral Agent License Units for Essentials SaaS Subscription</li> </ul>
SteelCentral Aternity Business Activity Monitor Creation	<ul style="list-style-type: none"> <li>Any SteelCentral Aternity End Point License</li> </ul>

## 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 SteelCentral Unified SaaS, including email configuration, authentication, validation of out-of-the-box data collection, and product updates.
SteelCentral Portal Configuration	Adding implemented Riverbed product as a data source to SteelCentral Portal. If a SteelCentral Portal license has not been deployed, this includes performing base deployment in order to add the data source.
Business Activity Monitor Creation	Creation of monitoring signatures for one Off the Shelf Application. Each activity must be executed in only one way, by one Subject Matter Expert (SME); alternate ways (different keypresses, mouse clicks, etc.) count as additional activities. Activities are applicable to one version of the application and, if the application is a web application, one browser version. This feature requires SteelCentral Agent License Units for Enterprise SaaS Subscription.
Off the Shelf Application	Generally available applications that are purchased from a third-party supplier and supported by Aternity (see Aternity documentation for a sample of applications currently supported). This does not include any customized applications or any applications developed in-house by the customer.
Activities per Application	A single, discrete end user interaction or event in a managed application (like a mouse click, or pressing Enter), together with its response (like a resulting change on the screen).
Aternity Use Cases Workflow Review	Workflows enabled by SteelCentral Aternity. See the list below this table for all options in scope.
Knowledge Transfer	Targeted, team-specific training sessions tailored to the customer's environment. A team is considered a group of up to twelve (12) people.

Service Feature	Definition
Server Monitoring	Deployment of SteelCentral Agent License Units for Enterprise SaaS Subscription on backend servers to monitor operating system and network performance.
Server-Based 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. This feature requires SteelCentral Agent License Units for Enterprise SaaS Subscription. Includes adjusting configuration options within the SteelCentral SaaS Analysis Server web interface to permit enhanced monitoring for the selected applications. This feature requires SteelCentral Agent License Units for Enterprise SaaS Subscription.
SteelCentral Portal Standard Dashboard	Standard dashboards that are available out of the box when SteelCentral Portal is purchased.
SteelCentral Portal Custom Dashboard	Customized, application-specific SteelCentral Portal dashboard views that are developed during the course of the implementation service.
Alerts	An alert based either on customer-provided SLAs (threshold) or from a baseline analysis of at least one week of historical data.
Custom Reports	Reports derived from SteelCentral SaaS Analysis Operators that are developed over the course of the implementation service.
SteelCentral Portal Application Map	An application model, including the application map and the corresponding views created by SteelCentral Portal. This requires SteelCentral NetProfiler or SteelCentral AppResponse as additional data sources.
Integration Workflow Review	High level knowledge transfer session focused around available workflows between End-User Experience and Server-Based Application data within the SteelCentral SaaS UI.
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.

The following Aternity Use Cases are mandatory for any engagement involving Aternity Use Cases: Administering Aternity, Troubleshoot System or Hardware, Monitor Enterprise Applications, and Troubleshoot User and Device. The mandatory Aternity Use Cases are counted as part of the number of Aternity Use Cases included in a service.

Additional optional Aternity Use Cases include Monitor Application, Troubleshoot Application, Monitor User Experience, Device Inventory, Device Details, Monitor NOC, Monitor SLA, Troubleshoot Incidents, Troubleshoot Virtual Desktop, Validate Application Change, Validate Infrastructure Change, Validate VDI Migration, Analyze Activity Volume, Analyze Costly Activities, Analyze Activity Trends, and Analyze Activity Performance.

## Invoicing and Pricing

For pricing information, please contact your Riverbed Global Customer Success representative at [gcs-credits@riverbed.com](mailto:gcs-credits@riverbed.com) or learn more at [riverbed.com/gcs-credits](https://riverbed.com/gcs-credits).

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.

All GCS Credits and professional services provided by Riverbed are subject to the applicable professional services terms and conditions available at [www.riverbed.com/service/terms](https://www.riverbed.com/service/terms) ("Agreement"). In the event of a conflict between this brochure and the Agreement, the Agreement will govern with respect to the subject matter of the conflict.