Accelerate Your Riverbed® SteelFusion™ Deployment and Time to Value

Proven Methodologies to Increase Adoption and Utilization

Supporting your branch offices, the front lines of your business, is not easy to do. These distributed sites require significant, ongoing investments and introduce numerous support challenges for IT. That's why you've made the decision to invest in SteelFusion, a solution that enables the branch of the future.

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

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

- Custom deployment design tailored to your environment and business objectives

- Integration between SteelFusion and your existing storage and/or backup solutions

- Rapid business case justification for your investment in SteelFusion

- 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

Service Overview

RPS leverages proven, repeatable implementation methodologies to ensure consistent and positive outcomes. The SteelFusion 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 that matches the requirements gathered in Phase 1.

Phase 4: Document

Document the design, deployment, and configuration.

SteelFusion Implementation Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, Riverbed provides two SteelFusion Implementation Service packages for new SteelFusion implementations: Standard and Advanced. The following table identifies the service features included in each phase and highlights the differences between each package. Services identified as an "Add-on" in the table below are optional services that are not included in the SteelFusion Standard and Advanced Implementation Services and require a separate purchase. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Service Phase	Service Feature	Standard Service	Advanced Service
Phase 1: Plan and Design	Solution Planning	✓	✓
	Solution Design	✓	✓
Phase 2: Configure	Rack and Stack	Included with separate purchase of SteelFusion Edge Appliance Rack and Stack Add-on	Included with separate purchase of SteelFusion Edge Appliance Rack and Stack Add-on
	Base Configuration	✓	✓
	Core Configuration	✓	✓
	Edge Configuration	✓	✓
	Data Center SteelHead Configuration	Included with separate purchase of SteelFusion Implementation Service WAN Optimization Add-on	Included with separate purchase of SteelFusion Implementation Service WAN Optimization Add-on
	Riverbed® SteelCentral™ Controller for SteelHead Configuration	Included with separate purchase of SteelFusion Implementation Service WAN Optimization Add-on	Included with separate purchase of SteelFusion Implementation Service WAN Optimization Add-on
Phase 3: Enable and Validate	SteelFusion Storage Optimization	Up to Three LUNs	Up to Five LUNs
	Management System Integration	✓	✓
	Integrated Storage Array Snapshot Configuration	Up to Three LUNs	Up to Five LUNs
	Integrated Storage Array Backup Configuration		Up to Five LUNs
	Data Prepopulated LUNs in Data Center		Up to Five LUNs
	Non-encrypted WAN Optimization	Included with separate purchase of SteelFusion Implementation Service WAN Optimization Add-on	Included with separate purchase of SteelFusion Implementation Service WAN Optimization Add-on
	SteelCentral Controller for SteelHead Integration	Included with separate purchase of SteelFusion Implementation Service WAN Optimization Add-on	Included with separate purchase of SteelFusion Implementation Service WAN Optimization Add-on
Phase 4: Document	As-built Document	✓	✓
	Detailed Design Document		✓

Riverbed also offers SteelFusion Edge Appliance Implementation Services for expanding existing SteelFusion solution implementations. This package can also be combined with SteelFusion Implementation Service packages defined above to support additional appliance implementations. The following table identifies the service features included in each phase for this service. Services identified as an "Add-on" in the table below are optional services that are not included in the SteelFusion Edge Appliance Implementation Service and require a separate purchase. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Service Phase	Service Feature	SteelFusion Edge
Phase 1: Plan and Design	Solution Planning	✓
	Solution Design	
Phase 2: Configure	Rack and Stack	Included with separate purchase of SteelFusion Edge Appliance Rack and Stack Add-on
	Base Configuration	✓
	Core Configuration	For Edge-specific Details
	Edge Configuration	✓
Phase 3: Enable and Validate	Storage Optimization Integration	✓
	WAN Optimization Integration	Included with separate purchase of SteelFusion Edge Appliance WAN Optimization Add-on
	Management System Integration	
	SteelCentral Controller for SteelHead Integration	
Phase 4: Document	As-built Document	

Products

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

Service	Applicable Products
SteelFusion Standard Implementation Service	• Up to two SteelFusion Core appliances in one data center • Up to two SteelFusion Edge appliances • Up to two SteelHead appliances in one data center (virtual appliances or Server Side Out-Of-Path deployment)
SteelFusion Advanced Implementation Service	• Up to two SteelFusion Core appliances in one data center • Up to four SteelFusion Edge appliances • Up to two SteelHead appliances in one data center (virtual appliances or Server Side Out-Of-Path deployment)
SteelFusion Edge Appliance Implementation Service	• Up to two SteelFusion Edge appliances at a single site
SteelFusion Implementation Service WAN Optimization Add-on	• Up to two SteelHead appliances in one data center • Up to one SteelCentral Controller for SteelHead • Up to four SteelFusion Edge appliances
SteelFusion Edge Appliance WAN Optimization Add-on	• Up to two SteelFusion Edge appliances at a single site
SteelFusion Edge Appliance Rack and Stack Add-on	• Up to two SteelFusion Edge appliances at a single site (includes T&E)

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.
Rack and Stack	Rack and stack of up to two SteelFusion Edge appliances at a single site included with the separate purchase of the SteelFusion Edge Appliance Rack and Stack Add-on.
Base Configuration	Initial configuration of appliance, including management interface, in-path interface, hostname, Riverbed® Optimization System (RiOS®) version, etc.
Core Configuration	Configure the SteelFusion Core appliance.
Edge Configuration	Configure the SteelFusion Edge appliance for SteelFusion storage optimization.
Data Center SteelHead Configuration	Configure a SteelHead appliance in the data center to perform optimization with SteelFusion Edge appliances.
SteelFusion Implementation Service WAN Optimization Add-on	Add-on service to enable WAN Optimization for SteelFusion Standard or Advanced Implementation Services for non-encrypted applications and tuning.
SteelCentral Controller for SteelHead Configuration	Configure the existing SteelCentral Controller for SteelHead appliance with grouping and configuration policy structure.
SteelFusion Storage Optimization	Enable optimization of SteelFusion-specific protocols for integrated storage delivery.
Management System Integration	Integrate built-in management capabilities, which include SNMP, Syslog, email notifications, and alarm management.
Integrated Storage Array Snapshot Configuration	Snapshot configuration designed only for storage arrays that are integrated into SteelFusion where custom scripting is not required.
Integrated Storage Array Backup Configuration	Orchestrate backup configuration for storage arrays that are integrated into SteelFusion where custom scripting is not required.
Data Prepopulated LUNs in Data Center	Data prepopulated LUNs in the data center, projected to SteelFusion Edge appliances.
Non-encrypted WAN Optimization	Enable optimization using Layer 7 optimization features for non-encrypted applications, which include SMB, HTTP, MAPI, Citrix, Lotus Notes, etc., and tuning using in-path rules.
SteelCentral Controller for SteelHead Integration	Enable management capability of SteelHead through the SteelCentral Controller for SteelHead.
As-built Document	Documentation detailing deployment and configuration performed as part of Riverbed product implementation.
Detailed Design Document	Documentation detailing the design, deployment, and configuration of the SteelFusion solution and storage integration as part of the Riverbed product implementation.
Storage Optimization Integration	Enable SteelFusion storage optimization utilizing a pre-existing design provided by the customer.
WAN Optimization Integration	Enable SteelHead WAN optimization utilizing a pre-existing design provided by the customer.
SteelFusion Edge Appliance WAN Optimization Add-on	Add-on service to enable WAN optimization utilizing a pre-existing design provided by the customer.

Scope

All SteelFusion Implementation Services and add-on services listed in this document, with the exception of the SteelFusion Edge Appliance Rack & Stack Add-on, are delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. 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. All Riverbed products must be purchased separately.

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.

- Fees may be invoiced upon completion of each phase. Fees for each phase may be invoiced in equal amounts based on the total amount of fees divided by the total number of phases.

- 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 Professional Services provided by Riverbed are subject to the applicable terms and conditions available at www.riverbed.com/termsandconditions/professionalservices (if you are a Riverbed customer) or at www.riverbed.com/partnerprofessionalservicesterms (if you are an authorized Riverbed channel partner) ("**Agreement**"). If you have a separate mutually signed agreement with Riverbed that expressly covers the sale of Professional Services, that agreement will govern your purchase of Professional Services, provided that in the event of a conflict between that agreement and the Agreement, the Agreement will control solely with respect to the Professional Services set forth in this Brochure.

About Riverbed

Riverbed, at more than $1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 26,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at riverbed.com/services-training.

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