

It's Time to Assess Your Branch IT Environment

A Comprehensive Assessment to Better Support Branch IT Initiatives

As today's enterprises add more office locations, they require expensive IT investments to support the needs of branch and remote office users. But despite the time and resources put into these locations, IT teams still face numerous support challenges. Valuable company data stored in these locations is often left unprotected. In addition, qualified IT staff is rarely on site to manage servers, storage, and backup at the branch. As a result, it can take days, weeks, or even months to provision new services, resolve application performance issues, and recover from outages, directly impacting business productivity and, ultimately, business results.

To address these challenges, many organizations are reevaluating how they provision and manage branch IT operations. But before taking action, it's imperative that IT leaders have a strong grasp of the infrastructure currently located in branch offices.

Key Service Benefits

- Review the branch IT infrastructure environment to better support strategic business initiatives
- Improve business decision-making by leveraging data-driven assessment deliverables
- Provide inventory and asset management reporting to assist with business requirements with branch office IT
- Review and assist in improving productivity by identifying hidden IT costs and enabling enhanced business agility
- Identify applications that may benefit from consolidation and optimization without impacting the end-user experience

Understand what is in your branch office IT environment by engaging Riverbed Professional Services (RPS) for the Branch Office IT Assessment Service. Based on industry best practices and leveraging Riverbed® SteelCentral™ performance management solutions, this service evaluates your branch office IT infrastructure and includes a report of the applications utilized by branch office users.

Engage RPS for the Branch Office IT Assessment Service to achieve the following outcomes:

- Increased awareness of branch IT infrastructure
- Opportunities to reduce IT infrastructure costs
- Better alignment with business requirements at branch locations

Service Overview

RPS leverages proven, repeatable assessment methodologies based on best practices to ensure consistent and positive outcomes. The Branch Office IT Assessment Service is delivered through the following phases:

Phase 1: Plan

Lay the foundation for a successful engagement by reviewing requirements and collecting information pertaining to the environment to serve data collection and analysis needs.

Phase 2: Collect

Instrument the environment with the required tools and validate data collection for recommended visibility.

Phase 3: Analyze

Analyze data from the deployed Riverbed solutions, extracting information to identify key findings based on engagement objectives.

Phase 4: Report

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

Branch Office IT Assessment Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, two different packages of the Branch Office IT Assessment Service are available: Standard and Advanced. Both service packages include an assessment of up to 10 branch offices. 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	Standard Service	Advanced Service
Phase 1: Plan	Assessment Planning	✓	✓
Phase 2: Collect	Solution Instrumentation	✓	✓
	Data Collection	✓	✓
	Data Validation	✓	✓
Phase 3: Analyze	Branch Office WAN and LAN Network IT Audit	✓	✓
	Branch Office Server and OS IT Audit	✓	✓
	Branch Office Backup IT Audit	✓	✓
	Branch Office Storage IT Audit	✓	✓
	Branch Office WAN Application Audit		✓
Phase 4: Report	Branch Office IT Inventory Assessment Report	✓	✓
	Branch Office WAN Application Assessment Report		✓

Products

The following products may be used during the course of the engagement:

Service	Applicable Products
Branch Office Standard IT Assessment	Up to one license for SteelCentral NetSensor at one location
Branch Office Advanced IT Assessment	Up to one license for SteelCentral NetSensor, virtual SteelCentral NetProfiler, and virtual SteelCentral Flow Gateway at one location

Product usage bundles for packaged services are available if the necessary products (as defined by RPS) are not available for use. Please refer to the [Product Usage Bundle Description](#) document for more information.

Service Feature Definitions

Service Feature	Definition
Assessment Planning	Review business and technical requirements and plan high-level activities required to accomplish the service.
Solution Instrumentation	Install associated Riverbed solutions and configure them to meet assessment requirements. Perform instrumentation review if solutions are pre-deployed.
Data Collection	Implement device list management and perform configuration and SNMP metric collection. Implement grouping, link inference, and data management and storage as needed.
Data Validation	Validate collected data for completeness versus assessment plan. Generate models using Riverbed's SteelCentral Network Performance Management tools where applicable to validate data import and model completeness.
Branch Office WAN and LAN Network IT Audit	Analyze the LAN and WAN network topology at the branch office as extrapolated from manual and instrumented tools, including, but not limited to, an inventory of network devices, interconnections, and interface utilization.
Branch Office Server and OS IT Audit	Analyze the server and the server's operating systems at the branch office as extrapolated from manual and instrumented tools, including, but not limited to, an inventory of server hardware, database software, hypervisor, and server storage consumption.
Branch Office Backup IT Audit	Analyze the deployed backup architecture at the branch office as extrapolated from manual and instrumented tools, including, but not limited to, backup hardware and software, job status report, rotation schedule and size, and business requirements.
Branch Office Storage IT Audit	Analyze the deployed storage architecture as extrapolated from manual and instrumented tools, including, but not limited to, storage hardware and software, storage capacity and consumption, and snapshot requirements.
Branch Office WAN Application Audit	Analyze the applications that are traversing the branch office WAN using instrumented tools, including, but not limited to, the traffic profile of application ports, bandwidth consumption, and host conversations.
Branch Office IT Inventory Assessment Report	Report including an evaluation of the inventory of audit analysis and statistics obtained from the Branch Office WAN and LAN Network, Server and OS, Backup, and Storage IT Audits.
Branch Office WAN Application Assessment Report	Report including an evaluation of the application statistics obtained from the Branch Office WAN Application Audit.

Scope

All Branch Office IT Assessment Services listed in this document 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 or product usage, as applicable, must be purchased separately. Riverbed products the customer currently owns may be used; otherwise, RPS will provide the appropriate products if the customer purchases the applicable product usage bundles.

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. Fees for product usage bundles may be invoiced upon Riverbed's acceptance of the applicable order.
- 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/partnerprofessionalserviceterms (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.

