



We collaborate with your team to transform your WAN network infrastructure, ensuring that it is flexible, scalable, reliable, and performing at its peak – all while educating your technical staff through scheduled training classes or customized onsite workshops.

Whatever your network optimization needs, Riverbed's Professional Services can help you achieve your goals.

## Riverbed® Professional Services Overview

### Advanced Services to Seamlessly Transform Your Network

Installing Riverbed for lab testing, deploying new appliances in remote branch offices, or architecting major network implementations? Riverbed Professional Services (RPS) can help. RPS can plan and execute a net-new implementation or migration strategy from start to finish: identify the goals, create or validate the network design, define the implementation or migration process and manage the deployment.

In order to ensure maximum return on your investment, RPS offers services to help you:

- **Strategize** – Determine the business drivers, measure financial impact (TCO/ROI), and evaluate options for implementation.
- **Design** – Identify and document requirements, technology standards, technical components, and the environmental landscape.
- **Migrate** – Formulate the best options to migrate to the new solution architecture, considering relevant organizational, financial, security, and operational readiness factors.
- **Implement** – Deploy, configure and test your WAN optimization solution according to Riverbed best practices.
- **Operate** – Run, plan, redesign, analyze and measure your WAN optimization solution as your IT demands evolve.

### Convenient Service Program Offerings

Riverbed Professional Services offers a full range of planning, enablement, operational, and training services that compliments and extends your capabilities. Some of these services are:

- **Riverbed Steelhead® Jumpstart Service** – Experienced consultants leverage Riverbed best practices to help you plan, deploy, configure and test the Riverbed Steelhead solution to enhance your adoption and utilization.
- **Riverbed Steelhead Healthcheck Service** – Our Senior Consultants provide a proactive analysis of your Riverbed Steelhead infrastructure. Our teams diagnose the health of your Steelhead deployment, identify potential issues, and provide recommendations.
- **Daily, Part-time, or Full-time Consulting Services** – Whether you need a short-term WAN optimization consultant or a dedicated onsite Riverbed Resident, we have flexible options to serve your particular needs.
- **Training & Certification** – Our field-experienced Senior Consultants present training courses and apply real-world knowledge and troubleshooting practices while guiding students through hands-on labs. Additionally, the Riverbed Certified Solutions Professional (RCSP) certification program establishes your credibility as an expert in designated Riverbed products.

**Additional Services**

Riverbed experts ensure our customers fully benefit from product features and can implement changes necessary to help take advantage of them. Additionally, the Riverbed Professional Services team can:

- Identify and apply Microsoft SQL Server specific optimizations to define opportunities for optimization across the WAN.
- Provide daily, weekly or monthly monitoring/reporting on Steelhead performance, diagnostics and recommendations to customers with a Central Management Console (CMC).
- Configure optimization for SSL encrypted services.
- Enable, configure and test Steelhead Netflow functionality with 3rd party products.
- Assist with Change Management and related documentation for help desk and support procedures.

**For More Information**

To find out more about Riverbed Professional Services, please send your request to [proserve@riverbed.com](mailto:proserve@riverbed.com).

**About Riverbed**

Riverbed Technology is the IT infrastructure performance company. The Riverbed family of wide area network (WAN) optimization solutions liberates businesses from common IT constraints by increasing application performance, enabling consolidation, and providing enterprise-wide network and application visibility – all while eliminating the need to increase bandwidth, storage or servers. Thousands of companies with distributed operations use Riverbed to make their IT infrastructure faster, less expensive and more responsive. Additional information about Riverbed (NASDAQ: RVBD) is available at [www.riverbed.com](http://www.riverbed.com)



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