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MANAGED RIVERBED STEELHEAD SERVICE

Teneo's Managed Service keeps your Riverbed Steelhead infrastructure healthy and performing.

As user demand fluctuates and new technologies are introduced to the network, Teneo recognises that changes are constantly occurring within your IT environment. We also appreciate therefore that the configurations set on Day One of your Riverbed Steelhead implementation will need to change and update so you can obtain optimum performance and return from your original investment.

Added to this, with demands increasing on IT staff to gain and retain knowledge across multiple product sets, giving your Riverbed Steelhead estate 24x7 attention can become more of a challenge.

As part of our Optimise & Manage range of services, Teneo's Managed Riverbed Steelhead Service allows customers to enjoy every benefit of deploying Riverbed throughout their organisation, without the capital expenditure, management overhead and specialist in-house IT skills required to do so.

Teneo's Riverbed engineers are hugely experienced and highly qualified, making it easy for your staff to tap into the Riverbed knowledge that already exists at Teneo.

Teneo's Managed Riverbed Steelhead Service is delivered from our Global Network Operations Centre (NOC) and can be initiated at any time.

The service aims to simplify the way in which you can deploy Riverbed while significantly improving response times to incidents as well as providing in depth management information on the Riverbed Steelhead network.

Teneo takes on responsibility for solving all support issues and supplies regular reporting back to you through a dedicated customer portal on a monthly and quarterly basis, outlining the health and status of the Riverbed infrastructure and new upgrade features for consideration.

Teneo's Managed Riverbed Steelhead Service is available to both new and existing Riverbed customers and covers all of the management, monitoring and maintenance of the Riverbed Steelhead network.

Teneo can also provide and deploy the Riverbed Steelhead infrastructure where it does not already exist, either on a purchase or leasing basis.

As Riverbed's Diamond Partner and Riverbed Authorised Support Partner, Teneo has the skills, expertise and experience required when you are choosing a service partner.

Investing in Teneo's Managed Riverbed Steelhead Service provides a number of benefits, including:

Confidence:

That your implementation is being maintained and managed by the best and largest Riverbed engineering team available with experience in IT networks, systems, security and management products.

Assurance:

That your Riverbed Steelheads are correctly configured to the latest network settings.

Access:

To Teneo's pool of engineers in support of your own IT operations.

Maximised Levels:

Of optimisation, security and visibility across the network.

Extensive Reporting:

Management information to ensure you know the status of the Riverbed Steelhead network at all times.

Expert Advice:

On deployment, configuration and change options.

Experienced Service Desk:

Which will manage any problems and apply fixes in a timely fashion. Teneo's engineers will confirm and escalate alarms generated and point your operations staff to the most probable cause.

Discovery:

Of new ways to use Riverbed Steelhead product features.

Customisation:

A suite of services to provide you with as many or as few service options as are appropriate to your organisation.



About Teneo:

Teneo is an Infrastructure Optimisation specialist with worldwide reach, focused on helping businesses to meet corporate and IT objectives through:

- ▶ Accelerating the performance of global network infrastructures
- ▶ Improving user productivity
- ▶ Automating management within the Data Centre
- ▶ Lowering overall IT costs
- ▶ Minimising operational risk

With over 1500 customers on an international scale, Teneo understands the challenges of supplying, deploying and managing technology over widely distributed locations and offers a range of innovative solutions and services to help businesses not only achieve this but also realise the full cost saving potential of their technology investments.

Teneo's flexible services follow a proven, three-staged methodology to help you to reduce costs and complexity and maximise investment in your IT operations:

- ▶ Analyse & Evaluate
- ▶ Architect & Implement
- ▶ Optimise & Manage

"I've always been impressed by the promptness and quality of the response from Teneo whenever logging a fault or query regarding our Riverbed units."

How Does The Service Work?

Customisation

Teneo's Managed Riverbed Steelhead Service is highly customisable.

Whilst any managed service will have a degree of bespoke inclusions based on specific customer requirements, Teneo has created a standard level of service that can be topped up with additional items from our Riverbed Services menu.

Monitoring

To enable monitoring of your Riverbed Steelhead environment, a permanent VPN connection is established from a dedicated client VLAN in Teneo's Network Operations Centre (NOC), to your network.

The VPN can be established by:

- 1) A connection from one of Teneo's firewalls in our NOC to a firewall within an appropriate Data Centre.
- 2) Placing your own firewall in Teneo's NOC and presenting a 10/100/1000 Ethernet connection to Teneo's infrastructure.
- 3) Teneo providing a firewall for placement within an appropriate Data Centre.

Teneo monitors your Riverbed Steelheads on a 24x7 basis, tracking key metrics such as availability, optimisation status and hardware performance.

In the event of an issue, Teneo responds rapidly, working with your network team or other third party organisation to resolve the issue.

Monitoring goes beyond simple up down status and allows Teneo to proactively investigate degraded states before they impact users.

Teneo works with your network team to establish what it considers to be ordinary and out of the ordinary events. As part of its Managed Riverbed Steelhead Service, Teneo then communicates out of the ordinary events to your IT staff via immediate email notification of medium issues or telephone for high or emergency problems.

Emergency call out is available from Teneo if required.

As part of Teneo's take-on process, the in and out of hours contact processes are agreed for any regional support centres, as well as how and when you require responses to key events.

Monitoring is carried out using a combination of Teneo's network management tools and a Central Management Console (CMC).

Teneo's monitoring of the infrastructure uses a combination of mechanisms that include ICMP, SNMP, email alerts and Syslog. These are designed to co-exist with monitoring or auditing carried out by your network team already.

Teneo typically requires a minimum of ICMP access to gateway routers of all Riverbed Steelheads so that dependencies can be created to ensure that site or communication failures can be differentiated from Riverbed Steelhead failures.

Monitoring PLUS

Teneo can install and manage additional monitoring tools to provide further network and application information. Teneo makes the Netflow statistics collected through the Riverbed Steelheads available via the Customer Portal. In addition Teneo can provide monthly reports that show top applications and top user information. Finally this data allows Teneo to make more detailed recommendations about how to get the best from your Riverbed Steelhead network.

Riverbed Steelhead Administration

Role-based administration and management of Riverbed Steelhead appliances is supported. Riverbed provides granular controls over what configuration tasks are accessible to each administrator through the individual Steelhead management interface as well as through the CMC. This allows tasks and operational functions to be granularly assigned to different roles.

Role-based administration can also be linked to groups of Riverbed Steelhead appliances, allowing organisations to permit users to have read-only or read-write access to certain operations or certain appliances.

Riverbed Steelhead Access Security

Teneo agrees with each network team the appropriate access accounts for the Riverbed Steelhead infrastructure.

All administrative changes should typically be notified to Teneo. The number of staff and level of administrative access to the Riverbed Steelhead infrastructure is agreed during the Managed Riverbed Steelhead Service take-on process.

Take On and Moving to Live Service

Teneo agrees timelines with your network team for bringing Riverbed Steelheads into the Teneo Managed Riverbed Steelhead Service. Exact details are discussed and agreed as part of a project planning meeting. Existing Steelhead units can be taken in to the Teneo Managed Riverbed Steelhead Service at the point where you want to include them. Newly supplied Riverbed Steelhead units are often taken into the Teneo Managed Riverbed Steelhead Service immediately after installation.

Deployment

Where you have not yet deployed Riverbed, Teneo sizes the Riverbed appliances required at each site and procures and deploys them appropriately.

Deployment is in the form of an onsite engineer at a date and time agreed by you. Once deployed, overall technical responsibility is passed to an in-house Technical Project Manager.

Maintenance

Teneo maintains back-to back support contracts for all of its Managed Riverbed Steelhead Service customers at the desired support level and manages the relationship with Riverbed.

Teneo provides proactive fault resolution through logging and managing all trouble tickets, liaising with Riverbed and undertaking testing and installation of fixes where relevant. In the event of a failure requiring replacement, Teneo works with your network team to ensure the smooth replacement and reinstatement of the unit.

Hardware maintenance is included at the level you choose through your Riverbed maintenance contract, however custom maintenance levels are available.

Where on-site staff have limited knowledge of the Riverbed Steelhead equipment and the support level does not include direct engineer replacement, Teneo's support staff walk your team through the physical re-instatement of the hardware and, if needed, use a remote support meeting to configure the replacement appliance. This approach allows you to focus on your network and applications while Teneo ensures your Riverbed Steelheads are performing at their best.

Teneo is also responsible for software patch management of all Riverbed Steelhead units.

Change Management

Teneo takes responsibility for implementing any changes required by your network team due to other changes taking place on the network. This also includes changes required due to the deployment of new applications.

Any changes are put through a change control process that includes customer sign off and remote implementation by Teneo. Teneo will also recommend, test and install Riverbed operating system upgrades.

RiOS Updates

Teneo, as a Riverbed Authorised Support Partner, has a close relationship with the Riverbed support operation. When a new version of RiOS is released, Teneo would only recommend upgrading to the new version of code under the following circumstances:

- 1) New version of code has a specific fix or optimisation functionality for the customer's network.
- 2) Riverbed Support agrees that the new version is stable and there are no known major issues.

All RiOS upgrades would be discussed and planned with your network team.

Service Assurance

Teneo will periodically visit site to perform service assurance, house-keeping and fine tuning tasks on the Riverbed Steelheads. This includes an opportunity to review the service to ensure it is still meeting your objectives.

Reporting

Teneo provides a monthly report on service levels and optimisation levels as part of the Managed Riverbed Steelhead Service, accessed through a dedicated customer portal. Reports are created through use of a Riverbed CMC and by manually extracting data from appliances. Reports are aligned with your key goals in terms of application delivery and bandwidth utilisation.

The monthly report includes analysis of the effectiveness of the optimisation service and recommendations for improving the level of service provided.

A detailed quarterly report is also provided, which includes a full estate audit and wider recommendations for short, medium and long-term development of the Teneo Managed Riverbed Steelhead Service.

Riverbed Support Levels Available From Teneo

As well as offering Riverbed's standard support contracts, Teneo also offers bespoke maintenance and support services so you get added flexibility and peace of mind that your Riverbed estate is being maintained to the highest levels of performance, limiting expensive downtime and truly optimising your Riverbed investment. Teneo's Riverbed support levels are as follows:

Silver Level Support

With Silver Level Support, customers receive the following:

- * 24 x 7 Access to Web Site, Phone, and Email Support

- * Software Support, including maintenance releases and major upgrades

- * Hardware Support. In the event of a hardware failure, Riverbed will repair or replace the hardware through ground delivery, after receiving the failed unit

Gold Level Support

With Gold Level Support, customers receive the following features:

- * 24 x 7 Access to Web Site, Phone, and Email Support



- * Software Support, including maintenance releases and major upgrades

- * Hardware Support. In the event of a hardware failure, Riverbed will provide next day advance replacement

Teneo Gold Assisted Level Support

With Gold Assisted Level Support, customers receive the following features:

- * 24 x 7 Access to Web Site, Phone, and Email Support

- * Software Support, including maintenance releases and major upgrades

- * Hardware Support. In the event of a hardware failure, Riverbed will provide next day advance replacement with a Teneo Riverbed engineer onsite

Gold Plus Level Support

With Gold Level Support, customers receive the following features:

- * 24 x 7 Access to Web Site, Phone, and Email Support

- * Software Support, including maintenance releases and major upgrades

- * Hardware Support. In the event of a hardware failure, Riverbed will provide up to 4 hour replacement

Platinum Level Support

With Platinum Level Support, customers enjoy the highest level of customer service available from Riverbed, including the following features:

- * 24 x 7 Access to Web Site, Phone, and Email Support

- * Software Support, including maintenance releases and major upgrades

- * Hardware Support. Up to 4 hour on-site hardware replacement by a Teneo Riverbed engineer

Cold Spare Support

Teneo also offers a Cold Spare Support option which allows the purchase of unlicensed Riverbed Steelhead units that can be kept in stock at the customer's strategic or remote locations, where a very fast replacement is required.

Cold Spares are priced at significantly lower levels than standard Riverbed Steelheads. In the event of a failure, the Cold Spare can be installed and the license transferred from the failed unit in order to create a new unit.

Teneo Technical Support Priority Levels

Teneo works with customers to assign a priority setting to submitted problems. The priority defines time frames for resolution goals and escalation potential. This ensures that the appropriate resources within Riverbed resolve the problems as quickly and efficiently as possible.

All technical support cases are prioritised according to their impact to you—Priority 1 (P1) through Priority 4 (P4)—with P1 being the most important and urgent.

Definitions for each priority are standard within the industry. The severity of a case can change, being upgraded or downgraded, depending on troubleshooting progress.

After closing a support case, a survey is sent to you asking for feedback as to how the case was handled and where Teneo can improve.

As part of the Teneo Managed Riverbed Steelhead Service take-on process, Teneo can advise you on which support levels would be best suited to each of your site locations.

To find out more about Teneo's Managed Riverbed Steelhead Service, contact us on +44 (0)118 983 8600 or email us at sales@teneo.net



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