

## Services For Riverbed Products

Teneo offers a wide range of services across the globe to help our customers easily deploy Riverbed and get the best return from their investment.

Teneo has a long pedigree with Riverbed and has been awarded Riverbed "Reseller of the Year" for two consecutive years. Our engineers are Riverbed trained and experienced in all aspects of deployment and pre and post sales. Our trans-Atlantic offices mean that we can support customers across the globe. We fully support our customers with technology Proof of Concepts ranging from lab tests to full field trials.



### Deployment Services On-Site Installation

Teneo can offer on-site installation around the world for a fixed fee. The engineer will attend site and physically install the Riverbed appliance. They will work with a Riverbed specialist over the phone to run pre-defined acceptance tests. These tests ensure that the Steelhead is correctly configured and connected, is able to communicate with other steelheads and is optimizing traffic. This is particularly useful where the remote site does not have a WAN specialist. Out of hours installation is available at an additional cost.

### Staging

Staging includes supplying the appropriate cables, asset tagging, upgrading the firmware and loading IP information. In addition we can provide some further configuration around rules or QoS if required. This makes on-site installation very simple.

### Assisted Installation

This is an excellent option where the customer wishes to self-install but doesn't have engineers on-site. The Teneo Riverbed specialist will talk the local contact through physically connecting the device and will run acceptance tests either via a web session or over the phone. This option includes staging which is detailed below.

### Managed Delivery

Delivery to certain countries requires paying importation tax and duty. In some instances this can be problematic for local offices to raise funds. In other cases the central IT department wants to fully fund the deployment. Teneo can cover all shipping related costs and bill these back to the central office.

### About Teneo

Teneo is an Infrastructure Optimization 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 Center and lowering overall IT costs.

Teneo has over 1500 customers across 40 countries and offers a portfolio of services that includes Training, Installation, Maintenance and Performance Analysis Consultancy.

www.teneo.net

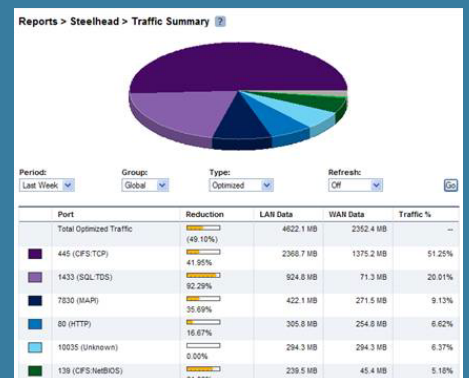
### About Riverbed

Riverbed's leading WAN Optimization solutions give organizations an order of magnitude increase in the performance of their network, application, and storage infrastructure.

## Riverbed System Audits

Teneo recommends regular system audits to ensure the health of the Riverbed network. Our trained engineers will attend site to undertake a thorough health check and will present the customer with a detailed report summarizing our findings and recommendations on how to improve the performance of the Riverbed network. The audit will cover checks including:

- ▶ Appliance type, geographical location & software version
- ▶ Types of applications running
- ▶ Configuration backup schedule
- ▶ Logging levels & errors
- ▶ Speed & Duplex settings
- ▶ Reporting on reduction detail for various applications
- ▶ Optimized Vs Passthrough connection rate & overall connection count
- ▶ Health of datastore
- ▶ Asymmetrical routing issues
- ▶ Set up of Netflow for enhanced reporting
- ▶ Recommendations for RSP applications



## Training

Teneo is able to offer customers the full Riverbed classroom course. This can be provided in the original 3 day version or in a condensed 1 day version to suit the customer's requirement.

Teneo also offers custom training and consultancy to ensure that our clients are getting the best use from their products. Our training courses can be delivered via web and phone conference or onsite. Sessions run from a 2 hour introductory web based course to a full 4 day training and consultancy service.

Our courses allow the customer to become skilled in all aspects of deploying and managing Steelhead appliances. This goes beyond the knowledge transfer session and includes details about how to troubleshoot advanced problems.



## Managed Riverbed Service

Teneo's Managed Riverbed Service allows customers to enjoy all the benefits of deploying Riverbed throughout their organization, without the management overhead required to do so.

The service aims to simplify the way in which customers can deploy Riverbed while significantly improving response times to incidents as well as providing in depth management information on the Steelhead network. Teneo's standard Managed Riverbed Service includes Monitoring, Maintenance, Change Management, Reporting & Service Assurance. A range of additional options is also available.

Further details on our Managed Riverbed Service are available on request.

## Service Assurance

Networks and the applications they carry are constantly evolving leaving little time to ensure that network elements are optimized for their environment.

Service assurance includes a quarterly or bi-annual visit by a Riverbed trained engineer to perform a thorough health check on the appliances, optimize how they are performing and look at ways to use new features.

Following an engineer Service assurance visits the customer will be sent a full report from the day along with any recommendations for improvement.

## Knowledge Transfer

A knowledge transfer day is a critical step in the transition between deploying and using the Riverbed technology.

After the day the customer will be able to manage the Steelheads on a day to day basis including configuring rules, checking statistics and upgrading software.

## Maintenance

Teneo offers three levels of maintenance for Steelhead appliances. These are detailed below. Where customers want a service level outside of the core offering such as a next day onsite engineer this can be quoted for on a bespoke basis.

### Silver

With Silver Level Support, customers receive the following:

- ▶ 24x7 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

With Gold Level Support, customers receive the following features:

- ▶ 24x7 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 ship an advance replacement the next day.

### Platinum

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

- ▶ 24x7 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 onsite technical assistance and a replacement appliance within 4 hours.

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