



MANAGED SERVICE

FOR RIVERBED STEELHEAD™ & STEELFUSION™

A cost effective and flexible service which protects your Riverbed investment by proactively monitoring and alerting you to any degradation of service, whilst providing recommendations that ensure consistent optimum performance.

By delivering real time analysis and quarterly reports we are best positioned to advise customers on how to optimise traffic based on business priorities, carry out controlled changes when business needs demand, and provide vital forecasts based on existing and future system capacity.

Benefits

- ✓ **Demonstrate** value and ensure ROI
- ✓ **Maintain** optimum performance throughout the estate
- ✓ **Reduce** time of problem resolution
- ✓ **Identify & isolate** persistent performance issues
- ✓ **Dramatically increase** application performance
- ✓ **Avoid** unplanned expenditure



Available as an annual rolling contract



Simple monthly pricing structure



Flexible service options to meet your requirements & fit budgets



Sold as a valuable enhancement to Riverbed Authorised Support on new and existing estates

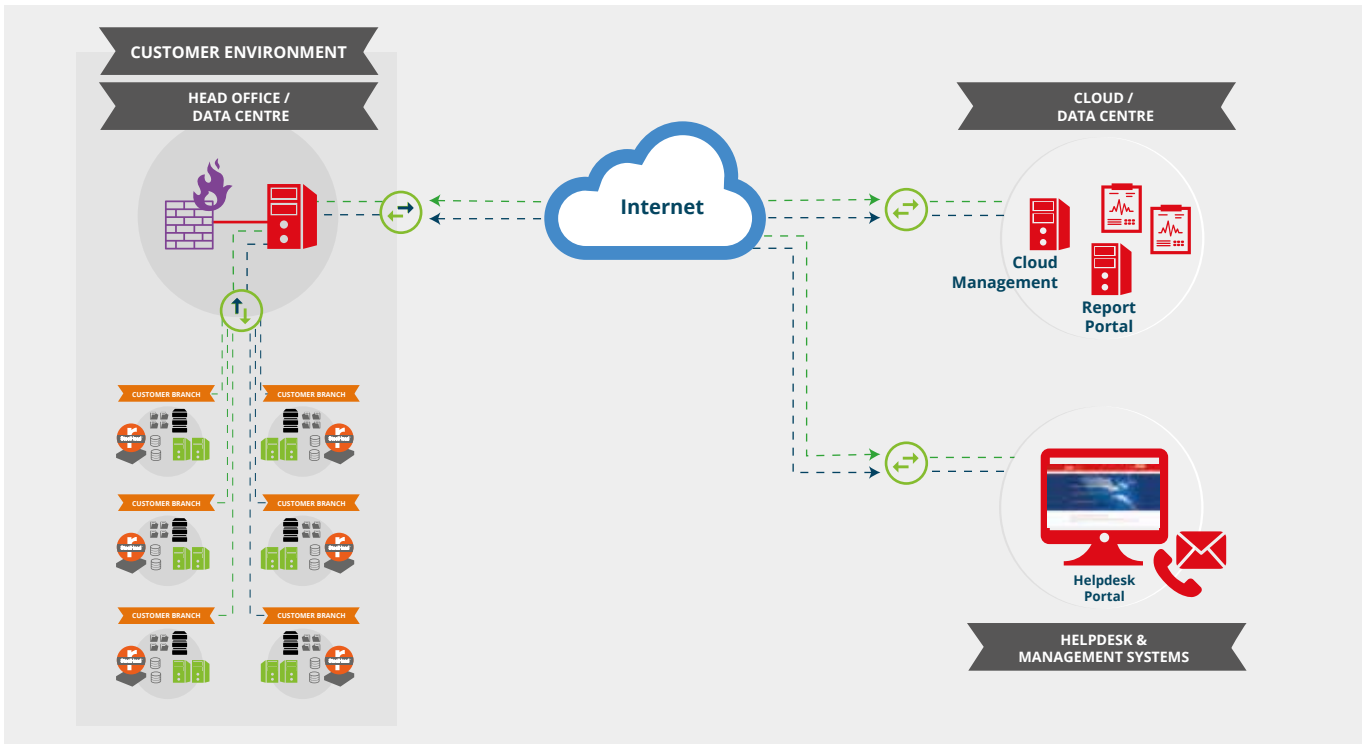
SERVICE ENHANCEMENTS	 ANALYSIS & QUARTERLY REPORTS	 SOFTWARE UPGRADES	 FEATURE ENABLEMENT
CORE SERVICE	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> 24X7 ACCESS TO RIVERBED RCSP'S </div> <div style="text-align: center;"> INTELLIGENT ALARMS </div> <div style="text-align: center;"> MOVES, ADDITIONS, CHANGES AND DELETIONS </div> <div style="text-align: center;"> FULL SERVICE REINSTATEMENT FOLLOWING RMA </div> <div style="text-align: center;"> AVAILABILITY REPORTING </div> </div> <p style="background-color: #9c27b0; color: white; padding: 5px; text-align: center; margin-top: 5px;">MANAGED SERVICE</p>		
zyko PORTAL	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> RAISE REQUESTS </div> <div style="text-align: center;"> MONITOR PROGRESS </div> <div style="text-align: center;"> ESCALATE ISSUES </div> <div style="text-align: center;"> CONTRACT VISIBILITY </div> </div>		
 RIVERBED AUTHORISED SUPPORT PARTNER	 SteelCentral™ NPM	 SteelCentral™ APM	 SteelHead™
RIVERBED SUPPORT SERVICES			

How we monitor, alert and report...

Partner Logo



The Riverbed Managed Service will seamlessly integrate into your new or existing SteelHead™ or SteelFusion™ estate.



Services are delivered in conjunction with Zycko.



Who are Zycko?

- ✓ Riverbed “Distributor of the Year” since 2008
- ✓ Largest EMEA partner with over 64% market share across region
- ✓ The only organisation **accredited** to support the entire Riverbed portfolio **globally**
- ✓ The **largest supported asset base** world-wide with over 10,000
- ✓ **2,500+ Customers** Supported
- ✓ **40 Accredited Specialist Consultants**
- ✓ **ISO Quality** standards and certifications



Next Steps...

For more details on Riverbed Managed Service contact:

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 E XXXXXXX@XXXXXXXXXX



Riverbed Advanced Access Program



Riverbed Authorised Consulting Partner



Riverbed Authorised Support Partner



Riverbed Authorised Training Partner

