

www.teneo.net

RIVERBED MANAGED SERVICE

Teneo's Riverbed Managed Service allows customers to enjoy all the benefits of deploying Riverbed throughout their organisation, 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.

As Riverbed's Reseller of the Year and Diamond Level Partner Teneo has the skills, expertise and experience required when choosing the right service partner.

Outsourcing your Riverbed requirement to Teneo and investing in our Managed Service provides a number of key benefits:

Confidence

That your installation is being maintained and managed by the best Riverbed engineers available.

Extensive reporting

Management Information to ensure you know the status of your Riverbed network at all times.

Expert advice

On deployment, configuration and change options.

Experienced Service Desk

Which will manage any problems and apply fixes in the shortest possible time.

Customizable

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

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 service menu.

The standard service level listed below provides complete management of the Riverbed Steelhead network and can be initiated at any time. The aim is to reduce the cost of ownership while simultaneously ensuring that the maximum value is gained from the Riverbed Steelhead deployment.

testing and installation of fixes where relevant. Hardware maintenance is included at the level the customer chooses through their Riverbed maintenance contract however custom maintenance levels are available. Teneo will also be responsible for software patch management of all Riverbed units.

Change Management

Teneo will take responsibility for implementing any changes required by the customer due to other changes taking place in the network. This includes changes required due to the deployment of new applications. Any changes are put through a change control process that includes client sign off and remote implementation by Teneo. Teneo will also recommend, test and install Riverbed operating system upgrades.



About Teneo:

Teneo is an Infrastructure Optimization Company that helps customers to understand and improve the way their IT works.

We do this by providing solutions in the areas of Management, Performance and Virtualization.

Our solutions help customers to:

- ▶ Understand what is on the network
- ▶ Increase efficiency & decrease cost of IT
- ▶ Improve the performance of applications
- ▶ Work collaboratively between sites

Our focus is to understand customer goals and provide products & services that allow them to be achieved.

Teneo has over 1000 customers across 40 countries and offers a portfolio of services that includes Training, Installation, Maintenance and Performance Analysis Consultancy.

Standard Service Level

Monitoring

Teneo will monitor the Riverbed Steelheads on a 24x7 basis tracking key metrics such as availability, optimization status and hardware performance. In the event of an issue Teneo will respond rapidly working with the client or other third party organisations to resolve the issue. Monitoring goes beyond simple up down status and allows Teneo to proactively investigate degraded states before they impact users.

Maintenance

Teneo will provide proactive fault resolution through logging and managing all trouble tickets, liaising with Riverbed and undertaking

Reporting

Teneo will provide a monthly report on service levels and optimization levels, accessed through a dedicated customer portal. Reports will be created through a Riverbed Central Management Console and by manually extracting data from appliances. Reports will be aligned with the customer's key goals for application delivery and bandwidth utilization. Reports include analysis of the effectiveness of the optimization service and recommendations for improving the level of service provided.

Service Assurance

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

Optional Services

A range of optional services can be added to Teneo's standard Riverbed Managed Service.

These include:

Monitoring PLUS

Teneo can install and manage additional monitoring tools to provide further network and application information. The Riverbed Steelheads can collect Netflow statistics and Teneo will collect this data and make it available via the Customer Portal. In addition Teneo will 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 the Steelhead network.

Deployment

Where the client has not yet deployed Riverbed, Teneo will size the Riverbed appliances required at each site and will procure and deploy them appropriately. Deployment will be in the form of an onsite engineer at a date and time agreed by the customer. Once deployed, overall technical responsibility will be passed to an in house Technical Project Manager.

Gold PLUS Maintenance

Platinum is Riverbed's only standard maintenance offering where an engineer will attend site. Teneo offers a service for customers who don't want to pay for 4 hour response but need an engineer to attend site. Gold PLUS includes a Next Business Day on-site engineer.

All Inclusive Service

With this option Teneo will provide the client with all the benefits of a Riverbed Steelhead network without any capital expenditure. Teneo will purchase Riverbed units on the customer's behalf and include the cost in the monthly Managed Service charge, allowing the customer to reduce capital expenditure and spread the cost of purchasing the equipment over the period of the contract.

- > No Capital expenditure, just a simple monthly charge
- > Managed Service with its low initial costs provides an instant ROI
- > Flexibility to upgrade within the service contract
- > Installation and Gold PLUS service automatically included

Application Performance Assessment

Teneo will use specialist tools to assess the current performance of your key applications, by monitoring them over time and making recommendations on how they can be improved. This can be run annually as part of the Riverbed Managed Service or as a stand alone service.



Reports > Steelhead > Traffic Summary

Period: Last Week | Group: Global | Type: Optimized | Refresh: Off

Port	Reduction	LAN Data	WAN Data	Traffic %
Total Optimized Traffic	(+8 10%)	4022.1 MB	2352.4 MB	--
445 (CFS-TCP)	41.95%	2368.7 MB	1375.2 MB	51.25%
1433 (SQL/TDS)	92.29%	924.0 MB	71.3 MB	20.01%
7530 (MAPI)	35.69%	422.1 MB	271.5 MB	9.13%
80 (HTTP)	16.67%	305.0 MB	254.0 MB	6.62%
10055 (Unknown)	0.00%	294.3 MB	294.3 MB	6.37%
139 (CFS-NetBIOS)	81.00%	235.5 MB	45.4 MB	5.18%

Teneo has been awarded Riverbed's Reseller Partner of the Year award for its region for two years in a row. Riverbed made this award in recognition of Teneo's high levels of business for the Steelhead and Steelhead Mobile product lines and excellent ability to execute against customer requirements. This in turn has led to Teneo earning the highest possible Riverbed partner status of Diamond Direct. As a Diamond Direct partner Teneo is one of only a few Resellers to enjoy a direct purchasing relationship with Riverbed, simplifying and shortening the supply chain. We have a team of engineers with many years of product experience who are fully trained and are Riverbed Certified Solutions Professionals (RCSP).

Our Riverbed solutions deliver the highest performing and most scalable technology available which can accelerate applications up to 100 times.

Our Trans-Atlantic offices and a worldwide network of support partners allow Teneo to manage the most complex of global deployments. We offer a range of innovative services to assist with global deployment, installation, support and training. In addition the pre-sales team work with our customers to demonstrate the technology, run lab tests and deploy initial proof of concept trials.

As of the beginning of 2009 Teneo supports in excess of 1500 Riverbed Steelhead units in the field for over 150 customers.



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