

# THE MOST COMPREHENSIVE RIVERBED SUPPORT SOLUTION

## THE EVEREADY SERVICES PLATFORM

### ENGINEER'S CHALLENGE:

Imagine you are experiencing an issue with your network. After you've completed all troubleshooting, you pick up the phone and call the support center. After waiting a significant amount of time for a representative to get to your trouble ticket, they respond saying that it has nothing to do with the devices that they support and brush you off to call the next vendor's support team. Now, it is hours later, your network is still down, and you are back to square one calling your next support contact. Sound familiar?

### TIER3'S SOLUTION:

What if you had a tool that could:

- Constantly monitor the health of your infrastructure and help to isolate root cause?
- Proactively fix common issues with certain devices before you even knew that there was a problem?
- Be monitored all in a single pane of glass

And to make it even sweeter, what if it was now standard to receive all these benefits as a value-added tool with the purchase of your annual infrastructure support renewal?

This is what you will now see included in your Tier3 Enhanced Support Renewal powered by the Eveready Services Platform® (ESP).



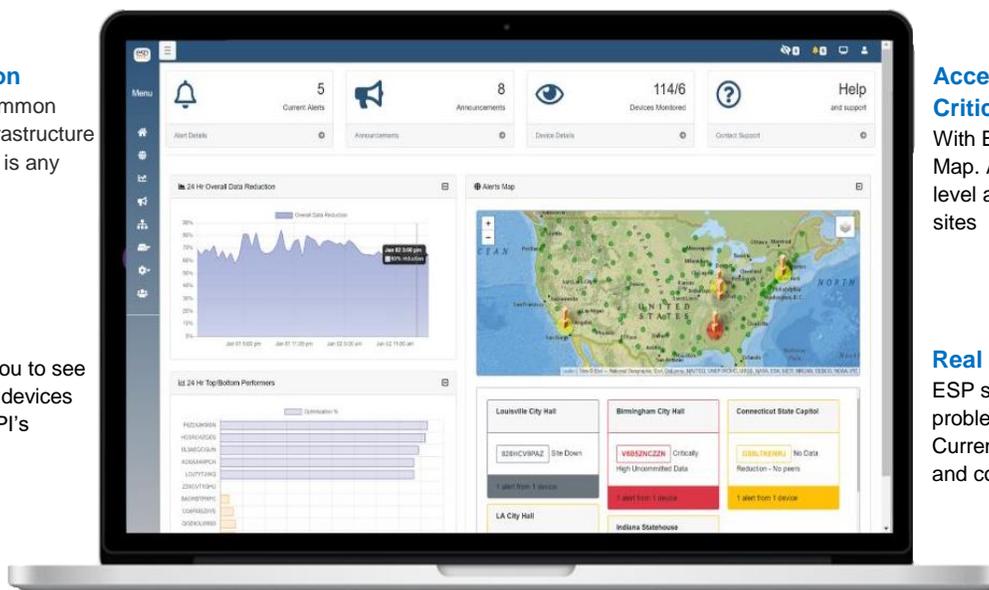
### DASHBOARD OVERVIEW:

#### Automatic Remediation

ESP can resolve many common issues within Riverbed infrastructure automatically before there is any impact to the network

#### Access Key Analytics

ESP Quick view – Allows you to see top and bottom performing devices and overall Optimization/KPI's



#### Access & Drill Down on Critical information

With ESP GeoView – Interactive Map. Allowing you to have a high level and deep dive overview of all sites

#### Real Time Alerts

ESP sends alerts when there are problems with Riverbed Devices. Currently, there are 55 alerts and counting

# KEY FEATURES

The Eveready Services Platform (ESP) has a host of features IT Departments will find useful when monitoring or managing Riverbed infrastructure. ESP is built from experience with the goal of streamlining the troubleshooting processes and simplifying the complex nature of managing network infrastructure.

## ALERTS & AUTOMATED REMEDIATION

### Alerts & Notifications

Stay on top of important network events with both preconfigured and customizable alerting in real time.

### Context-Aware Data

Get relevant and actionable information based on the device type.

### Live & Historic Data

View bandwidth optimization & uncommitted data levels as they happen and over a specific timespan. Use this to gain helpful insights to improve performance and isolate root cause.

### Auto-Remediation

ESP resolves common issues within Riverbed infrastructure automatically before there is any impact to the network.

### Ease of Use

Push commands from a single interface & review log of actions by the user.

### Rich Statistics

Understand and improve the stability of a network with intelligent insights on health and capacity.

## TROUBLESHOOTING

### Configuration Analysis

Get capacity suggestions for improving the performance and stability of your client's networks.

### Device Schematics

We maintain a library of schematics from various devices that help to aid in the troubleshooting and resolution process.

### Device Groups & Sites

These features make it easy to quickly identify issues within an organization.

### Intelligent Device Diagnostics

Our robust alerting system categorizes alerts by severity and not only points to the issue but gives great explanation and suggestions on best practices for resolution

## MEANINGFUL REPORTING

### Alert History Reports

Use alert history reports to discover problem trends with devices on your network.

### Compare Optimization

Compare a device's optimization levels at different points in time to assess the effectiveness of network changes.

### User Logs

Let admins view user activity such as CLI commands, inventory updates, and which users have logged into specific devices to make changes.

### Inventory & Asset Management Report

Run a report on specific devices you would like to see based on various filters.

### Optimization Reports at Aggregate and Device Levels

Allows for a high-level overview of overall bandwidth optimization and utilization. Also has the option to drill down into individual device performance.

# WHAT DOES TIER3 ENHANCED SUPPORT ENTAIL?

## How is this Different than my Original Support?

Now with Riverbed support renewals purchased through Tier3, customers will receive a value-added tool at no additional cost, allowing them enhanced visibility into the functionality of their Riverbed devices. Not only do they have enhanced visibility, but ESP will also proactively fix common issues that occur within Riverbed devices. This allows for the avoidance of downtime and quicker resolution. With ESP, customers get more out of their Riverbed devices, have less downtime by isolating root cause, and achieve peace of mind knowing that their Riverbed devices are doing what they are intended to do

## How does this work?

We believe that business success lies with a “customer first” mentality. Therefore, ESP equips users with the tools and support needed to deliver the best possible customer experience. Tier3 combines ESP with RASP support on all Riverbed support renewals to deliver the most comprehensive and innovative Riverbed support solution.

## What’s Included with RASP Support?

RASP support, renewed with Tier3, offers a first line of contact to partners and customers for Level 1 and Level 2 support on any Riverbed Solution with on-shift or on-call Help Desk available 24x7 in the US and a 24x7 escalation of Level 3 and Level 4 cases to Riverbed’s Technical Assistance Center (TAC).

## Support Levels

Tier3’s Enhanced Support offers a choice of support levels so customer can choose the plan that fits their specific requirements and can easily adjust their support levels as their business grows and evolves. All Riverbed support includes services contained in the [Riverbed Maintenance and Support Services](#) document dated September 2018. The type of plan you have determines the features available.