

# THE MOST COMPREHENSIVE RIVERBED SUPPORT SOLUTION

THE EVEREADY SERVICES PLATFORM®



## ENGINEER'S CHALLENGE:

How do you know if your SteelHead and SteelFusion devices are functioning properly? Are you made aware if one type of traffic optimization lags in one office, but not another? Do you know when a SteelHead goes "off line". Do you have SSL licenses that have expired, or are about to? Is your configuration consistent? What are the best performing devices? What are the worst? Why is there a difference?

## 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



The Eveready Services Platform® (ESP) is offered as a standalone monitoring and management tool that can be utilized internally or in conjunction with a managed service with the help of your trusted partner.

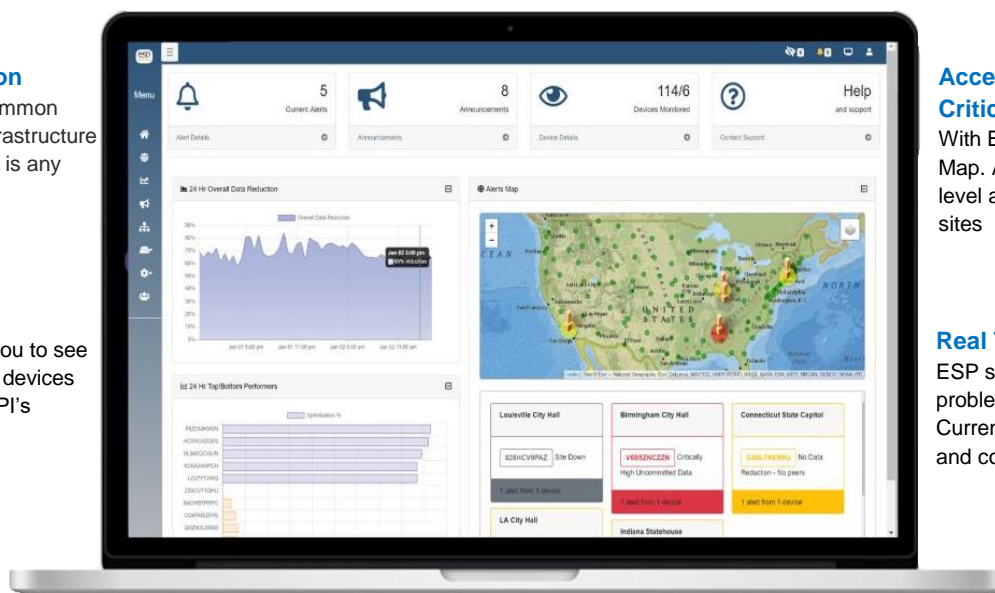
## DASHBOARD OVERVIEW:

### 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 SteelHeads and SteelFusions. 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.

# OPTIONS

The Eveready Services Platform is offered either as a standalone SaaS or as a Managed Service through Partner and Tier3. Below are descriptions of the two offerings. Please contact your Partner directly for details regarding pricing.

**ESP** - Access all of ESP's features above and utilize ESP internally to monitor and manage your Riverbed devices. With ESP installed, certain problems will be resolved proactively, and others will be brought to your teams' attention in real time with recommended steps to remediation.

**ESP FULLY MANAGED** - With ESP fully managed, Tier3 and your partner will work in conjunction to proactively monitor and manage the client's SteelHead & SteelFusion infrastructure. Should they choose, client's will still have access into ESP to check status and view reports.

- 24x7 Help Desk backed by a team of Riverbed Certified Engineers
- Quarterly review & enterprise recommendations to the client
- Consistent and optimal performance of SteelHead & SteelFusion Devices