

# PROACTIVE & PREDICTIVE MONITORING (PPM)

## Managing your Riverbed SteelHead estate without valuable performance trending statistics creates a huge blind spot.

We understand that sometimes it's just not practical to keep checking in to your individual SteelHead appliances, even if you have a SteelCentral Controller for SteelHead (SCC). But we'd hate to think you're missing out on the opportunity for global WAN optimization improvements.

For this reason, all customers purchasing Riverbed SteelHead RASP maintenance through Teneo automatically qualify for our Proactive and Predictive Monitoring (PPM) service, provided at no additional cost, where vital SteelHead statistics are delivered in a monthly report with commentary and consultancy from your Teneo Account Executive.

## WHY TRUST US?



We have our heads in SteelHead data every day, constantly checking our Managed WAN Optimization service customers' metrics and fine-tuning their SteelHead environments.

With this experience in mind, we'll help you to interpret your PPM statistics to highlight patterns on the SteelHeads you might not otherwise have noticed.

We'll send you notifications based on automated troubleshooting so you can get ahead of issues before they affect your users.

We'll also recommend a remediation plan if we feel you could get better performance from your SteelHead technology, and highlight trends that could impact business productivity further down the line.

## WHAT'S INCLUDED?



Your PPM service will include the following elements:

- Proactive monitoring of all Riverbed SteelHead appliances
- Global health and uptime metrics review
- Global optimization performance metrics review
- Global sizing metrics review
- Proactive threshold alerts sent directly to your network team, including:
  - Bypass Mode
  - Disk Error
  - Power Supply Error
  - RAID Error
  - Service Error
  - Primary Interface Unreachable
  - Admission Control Mode
- Automated monthly service reports
- Regular service review calls with your Account Executive

## PROACTIVE & PREDICTIVE MONITORING BENEFITS

- Save time checking on the overall status of your SteelHead estate by receiving a monthly report from Teneo.
- Take advantage of our wealth of SteelHead knowledge and experience.
- Maximize your investment in SteelHead technology by improving global optimization performance based on our advice.
- Arm yourself with basic SteelHead metrics to share with your team.

## To start benefiting from this Proactive & Predictive Monitoring service, here's what to do:

- 1) Let your Teneo Strategic Account Manager know you'd like to start receiving PPM at your point of maintenance renewal, or at any other time during the contract.
- 2) Be prepared to install a virtual agent onto a server in your network that can communicate with the SteelHeads using ICMP, SNMP and a read-only SSH account. We'll also need you to update your firewall rules to allow us to collect your SteelHead statistics every 5 minutes. We'll need you to own this process.
- 3) Provide us with a date when we can perform our technical set up.

## SERVICE SCHEDULE

### PRE-SERVICE COMMUNICATION

**Internal Kick-Off:** Once you've notified your Teneo Account Executive that you'd like to start receiving PPM reports, we'll hold a brief internal kick-off meeting, led by our Head of Service Delivery, to:

- Allocate roles and responsibilities
- Diary out tasks and agree a target implementation date
- Agree on any further information we need from you for our technical set up

**Form Completion & Conference Call:** We'll then ask you to complete a short PPM form to collect the technical information we require and hold a conference call if we need to clarify any extra details. We'll ask you for information such as:

- SteelHead Appliance Details (IP addresses, Models, Hostnames)
- Read-Only User account credentials
- IP subnet for Teneo PPM virtual agent (IP address, Netmask, Gateway, DNS server)
- Firewall rule modification to allow connectivity to the Cloud

### SERVICE ENABLEMENT

Our Service Enablement process will be carried out following receipt of the completed Service Enablement

Form and your availability. Service Enablement requires a period of approximately 1 week.

**PPM Virtual Agent Installation:** Our PPM virtual agent will need to be installed in your virtual environment and requires a permanent connection to all Riverbed SteelHeads within your global estate. We'll help you set up the agent and provide guidance for you on how you can configure your firewalls to allow us to collect the performance and health data from your Riverbed SteelHeads.

**Infrastructure Configuration:** So that we can collect the data we require effectively, we'll need you to apply some additional configuration to each SteelHead appliance. We can do this for you. Your SteelHeads can be configured with no service impact through the SCC. All the required configuration will be detailed in our Service Enablement documentation, so we can work with you to ensure a smooth service kick-off.

### DATA COLLECTION PROCESS

Teneo will collect performance statistics for your PPM report every 5 minutes on a 24x7 basis. Data will be automatically collated and presented back to you monthly by your Account Executive.

### PPM DELIVERY

We'll deliver an automated report monthly, consisting of the following metrics:

- Global Appliance Health %
- Global Appliance Uptime %
- Global Optimized Traffic Reduction %
- Global Reduction Rate %
- Global Traffic Removed from WAN
- Sizing - Connection Limit Reached %
- Sizing - Data Store Limit Reached %
- Sizing - Bandwidth Limit Reached %

Along with your report, your Teneo Account Executive will schedule time, either face-to-face or over the telephone, to review your metrics with you and make any recommendations for remediation or optimization improvements.

Recommendations that require Teneo Professional Services will be priced separately.

To get started with our Proactive and Predictive Monitoring (PPM) service, please speak with your Teneo Account Executive. Alternatively, you can contact us at [info@teneo.net](mailto:info@teneo.net) or through our website at [www.teneo.net](http://www.teneo.net)

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