

IZR Support Centre

Service Level Description—Riverbed

“Empowering Business, Optimising your future...”

IZR Solutions Ltd

Innovation | Integration | Communication

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This document is part of our Product Support Pack for our customers and is intended to describe the service levels that IZR Solutions Ltd is committed to deliver as part of your support agreement with us.

Vendor Hardware Support Level

As part of the initial purchase of any Riverbed Product it is required to purchase a minimum service level contract as part of the licensing term from Riverbed. The table below provides the service level description of Silver, Gold and Platinum Support and the following levels committed by Riverbed for the repair or replacement of all hardware.

Description	Silver	Gold	Platinum
Call Logging and Classification	09.00-17.00	09.00-17.00	09.00-17.00
Initial Response Time	NBD	4 hour	1 hour
Call Resolution	NBD	4 hour	1 hour
Escalation	09.00-17.00	09.00-17.00	09.00-17.00
Hardware Replacement	Return to Riverbed for repair or replacement	Next business Day advanced replacement or repair*	4 Hour response onsite hardware replacement or repair (location dependant)**
Software Updates	Upgrade and maintenance releases	Upgrade and maintenance releases	Upgrade and maintenance releases

* International delivery is dependent upon transit time and customs

** Not available in all areas. In most cases, the problem must be identified by 2pm at the vendor centre for next day on site support.

All Steelhead devices operates with a passive relay in the event of hardware failure. Please note the Steelhead will cease optimisation / acceleration, however WAN connectivity will still be available.

IZR “Standard” and “Value” Service

As the business needs change for the majority of organizations it is clear there may be times for certain applications or changes to be altered from original configuration, therefore the below tables display the various options available for management of the Riverbed Steelhead per device per site.

IZR “Standard” Service

Description
Telephone Technical Support – Mon – Fri - 09.00 – 17.00
Quarterly Report – Detailed Report and Recommendations
Unlimited configuration changes based on results of Quarterly report
Unlimited General Configuration Changes
Cost: £150 per month*

*Above pricing is based on the following Steelhead devices: 50,100, 200, 300 and Mobile Controller. All other devices are POA.

Please note the IZR Management Options for both “Standard and Value Services are charged in addition to the Vendor Hardware support contract.

IZR “Value” Service

Description
Telephone Technical Support – Mon – Fri - 0900 – 1700*
Twice Yearly Report – Summary of Performance Statistics and Recommendations
Configuration Changes are charged at additional cost per Steelhead. **
Cost: £25 per month***

* Telephone technical service is only available to diagnose a fault with the Riverbed Device. Any configuration changes will be charged in addition.

** Configuration changes outside of original Scope will be charged as per IZR Change Control process. Further information is available upon request.

*** Value Service is only available on Steelhead Appliances 100, 200, 300 and 520. Steelhead appliance 1020 and above are only supported with the “Standard Service”

IZR Service Description

With Wide Area Networks taking an ever more central role in corporate IT strategies and budgets, the monitoring and reporting on these networks as well as their utilisation has become increasingly important.

To overcome this challenge IZR Solutions provides a detailed report of applications, bandwidth utilisation and optimised traffic allowing recommendations to be made to our customers to improve performance across the existing network on a regular frequency.

Description	"Tin Only"	"Value"	"Standard"
Steelhead Report Service	X	10 Page Summary Report 6 Monthly	50 Page Detailed Report - Quarterly
Telephone Support & Fault Diagnostics	X	09.00 – 17.00 4 hr response	08.00 – 18.00 1 hr response
Fault & debugging as per original SOW	X	✓	✓
Bugs fixes and patches as per Riverbed recommendation	X	✓	✓
Customer Initiated Fault Fix	X	X	✓
Implementation of Report recommendations	X	X	✓
Telephone Consultation according to report outcome	X	X	✓
Relocation configuration and support	X	X	✓
Future proof consultancy	X	X	✓
Riverbed Portal Access	X	X	✓
CBT – Training DVD	X	X	✓

**Telephone technical support is during business hours only*

*** Fault and debugging refers to original Scope of Works upon original installation document. Anything out of this scope will be charged in addition.
All above costs for Value and tin only product are charged per unit*

Wherever an x is indicated on the above service description, pricing can be assumed by viewing the "Tin Only" section.

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IZR Additional Service Rate Card

The Tariff Table below will provide you with pricing for additional services available when purchasing the IZR “Value” and “Tin Only” service.

Description	“Tin Only”	“Value”
Steelhead Report Service	£350	10 Page Summary Report 6 Monthly
Telephone Support & Fault Diagnostics	£250	09.00 – 17.00 4 hr response
Fault & debugging as per original SOW	£250	✓
Bugs fixes and patches as per Riverbed recommendation	£250	✓
Customer Initiated Fault Fix	POA	POA
Implementation of Report recommendations	£250	£250
Telephone Consultation according to report outcome	£150	£150
Relocation configuration and support	£250	£250
Future proof consultancy	N/A	N/A
Riverbed Portal Access	£180	£180
CBT – Training DVD	£25	£25

**Telephone technical support is during business hours only*

*** Fault and debugging refers to original Scope of Works upon original installation document. Anything out of this scope will be charged in addition.
All above costs for Value and tin only product are charged per unit*

Wherever an x is indicated on the above service description, pricing can be assumed by viewing the “Tin Only” section.

IZR Service Wrap - Steelhead Device Breakdown

As part of this document, details are delivered for the most common Steelhead devices, however the table below provides a full break down of the Service Wrap available for all products.

Description	“Value”	“Standard”
Steelhead 50	£25 per month	£150 per month
Steelhead 100	£25 per month	£150 per month
Steelhead 200	£25 per month	£150 per month
Steelhead 300	£25 per month	£150 per month
Steelhead 520	£25 per month	£250 per month
Steelhead 1020*	N/A	£275 per month
Steelhead 1520	N/A	£275 per month
Steelhead 2020	N/A	POA
Steelhead 3020	N/A	POA
Steelhead Mobile Controller	£25 per month	POA

Please note the above services are based on a one year contract.