

The Riverbed logo consists of an orange square with the word "riverbed" written in white lowercase letters inside it.

riverbed

Riverbed Steelhead

Review From A Customer



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From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Validation Engineer at a comms service provider with 1,001-5,000 employees

it_user413307

WHAT IS MOST VALUABLE?

The WAN optimization feature is the most valuable.

HOW HAS IT HELPED MY ORGANIZATION?

It helps to save a lot of money in terms of buying bandwidth from a network provider due to the fact that it compresses more than 50% of the daily throughput.

WHAT NEEDS IMPROVEMENT?

The RIOS upgrade/download process must be overhauled to be a direct step process instead of the multiple stage procedure that currently take place. There are lots of bugs detected in each release which give the assumption that it is not being thoroughly tested.

FOR HOW LONG HAVE I USED THE SOLUTION?

I've been supporting it for seven years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

We had no issues with the deployment but there are bugs in each release.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We have no issues with the stability.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We have had no issues with scaling it for our needs.



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HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is very good in the WAN optimization department, needs a little more expertise in the steelcentral department.

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

I used Cisco WAAS, Juniper WX, and Ipanema. Riverbed are way ahead overall.

HOW WAS THE INITIAL SETUP?

It was straightforward.

WHAT ABOUT THE IMPLEMENTATION TEAM?

I work for a network provider so we are the people who do the implementation. I find that the implementation is very easy in this solution.

WHAT OTHER ADVICE DO I HAVE?

This product is far way ahead from its competitors.

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