# riverbed®

# SteelCentral for End User Experience and Application Performance Monitoring

## Visibility Into End User Experience and Application Performance, for Any Enterprise App and Any Device

### The Business Challenge

With digital transformation, enterprises investment in cloud, mobile, and the Internet of Things has increased the stakes for end user experience and application performance. Achieving business outcomes, like driving up revenue and customer satisfaction and reducing operational costs depends on ensuring an excellent digital experience for both customers and employees. To meet their business goals, enterprises need visibility into the performance of every data center or cloud delivered business critical application, running on mobile, virtual, or physical devices, as well as visibility into the network and infrastructure supporting them.

## End-to-End Visibility and Insights with Riverbed SteelCentral

Riverbed® SteelCentral™ for End User Experience (EUE) and Application Performance Monitoring (APM) provides enterprises with the end to end visibility they need to ensure that these investments pay off. Only SteelCentral monitors and provides insights into end user experience for every local, cloud, web, or enterprise mobile app running on any physical, virtual, or mobile device. Further, it traces every transaction, while capturing system metrics every second in dev, test, and production environments. This gives you multiple perspectives into end user experience, the performance of applications, networks and infrastructure, and workflows for problem discovery and root cause analysis.



APP CODE, SQL, WEB SERVICES, SERVERS, PROCESSES

USER EXPERIENCE, INTERACTIONS, TRENDS

NETWORK LATENCY, ERROR, RETRANSMISSIONS

USER DEVICES | NETWORK | WEB SERVER | APP SERVERS | DATABASES

**TRACE EVERY TRANSACTION FROM USER DEVICE TO THE APPLICATION BACKEND**
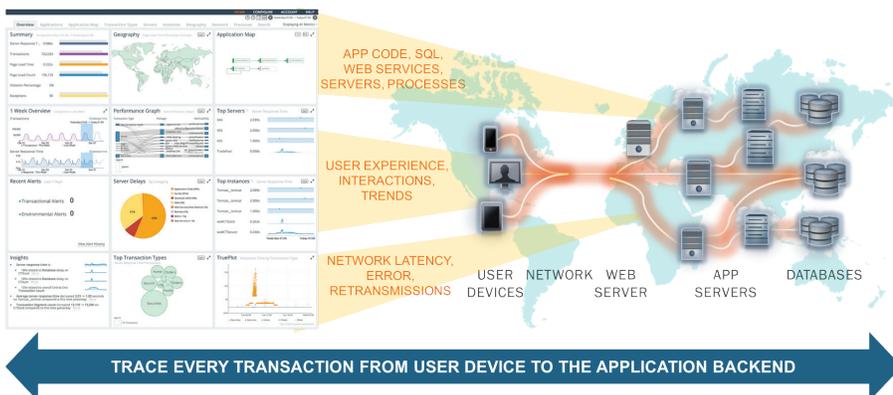
Unlike other solutions that often sample transactions and roll up metrics into intervals of one minute or more, SteelCentral's detailed reporting exposes and diagnoses even sporadic and intermittent problems, thereby eliminating guesswork when issues happen.

## Assuring a Quality Digital Experience

SteelCentral EUE and APM solution provides the following capabilities:

- Zero configuration discovery, and out-of-the-box monitoring and analytics on customer and workforce end user experience, their devices, the applications they access, and the underlying network and infrastructure

- Monitor application performance from the point of consumption—the user's device—as local, cloud, or enterprise mobile apps render on the screens of the devices on which they run

- Trace every transaction from user to back-end. Understand app dependencies, or expose and fix even the most hard-to-detect code, SQL, system, or web services problems quickly

- Continuously monitor your dynamic infrastructure. See their impact on your apps and vice versa. Resolve resource utilization and network-related errors before users are impacted

## Quantify the Impact of IT on Productivity, Revenue, and Customer Service

With SteelCentral, business and IT executives can measure the impact on end user experience of strategic, transformational IT projects, like cloud, mobility, and data center transformation, as well as more routine, tactical changes like Windows 10 migration and application upgrades.

- Validate the impact of change by analyzing end user experience before and after a change to infrastructure, applications, or devices to ensure the desired results are achieved

- Quantify the financial impact of app performance on user experience and top line revenue by analyzing every transaction made on business critical apps

- Determine where investment is needed most by analyzing IT performance relative to SLAs based on business processes, by department or geography

- Analyze trends in app adoption across the enterprise to track the effectiveness of key strategic initiatives like cloud, mobile, and virtualization
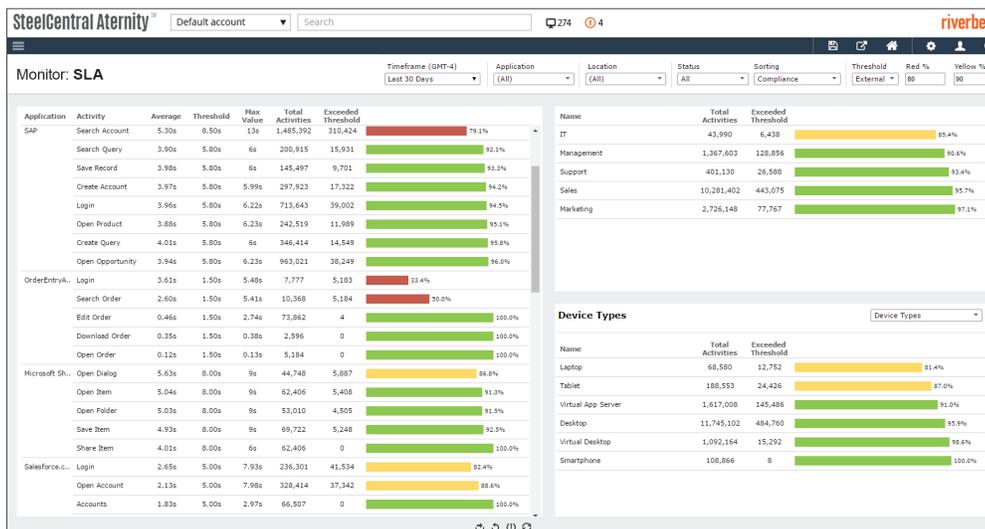


Hold IT accountable to business results by establishing SLAs that meet business expectations for response time, as seen by the end user, for the key business activities executed on any local, cloud, web, or mobile app, then measure each instance of every user's execution of these activities relative to the SLA.

# Proactively Identify and Resolve Issues from the User's Device to the Back End

With SteelCentral, App Developers and IT Operations teams can proactively detect and analyze application incidents. It stores a record of every transaction along with its associated system metrics, call trees including parameters, URLs, user information, network conversations, and web service calls.

- Trace transactions from the user, over the network and into the backend, while capturing system metrics every second.

- Reconstruct incidents in great detail to fix application, network, or infrastructure issues.

- Seamlessly monitor and manage your dynamic infrastructure, including data centers, IaaS, PaaS, and containerized environments.

- Query and analyze billions of metrics to discover bugs, draw business insights, and proactively improve performance to help deliver superior user experience
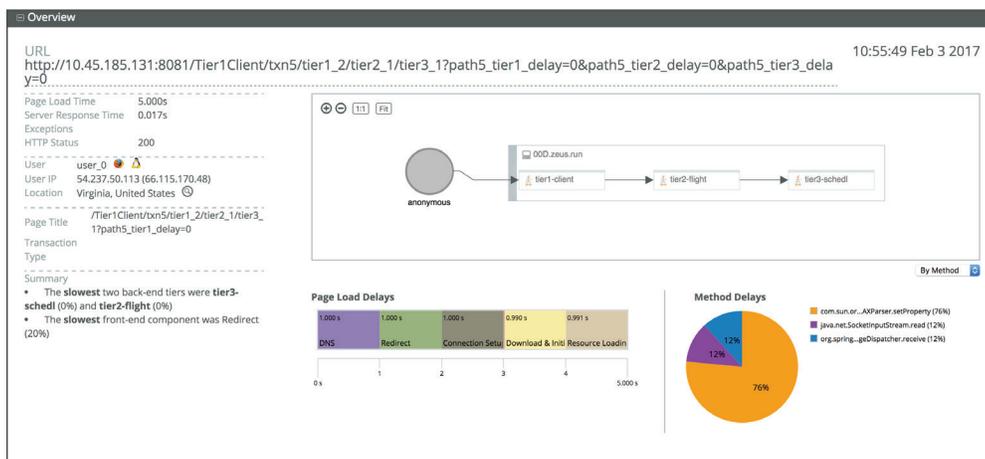


Trace every transaction, from the user device to the application backend, while exposing bottlenecks and errors in application code, SQL, system resources, network or web-services on and off the cloud.

# Monitor the End User Experience of Any Local, Cloud, or Enterprise Mobile App

SteelCentral enables End User Services teams to troubleshoot end user issues quickly by automatically discovering every application in use in the enterprise and correlating application performance and health, as seen by the end user, to the performance and health of the device on which it runs.

- Validate user complaints automatically—no need for excessive user interrogation or stopwatch timing

- Troubleshoot in real-time and historically, non-invasively, without impacting the user's productivity

- Isolate problems to the user's device, the network, or the server to reduce finger-pointing

- Resolve issues quickly by drilling into device details to pinpoint device components causing the problem
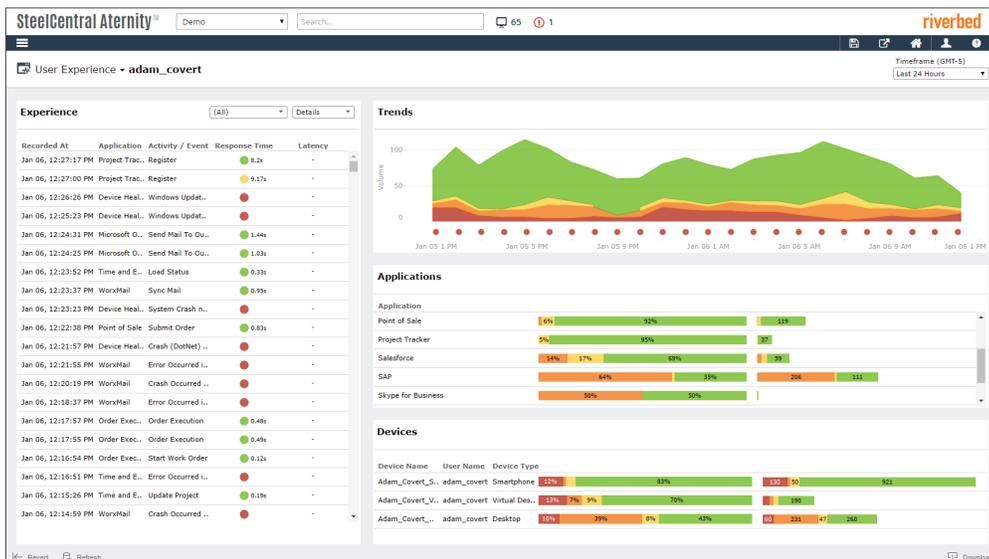
Review all of a user's applications running on any device, identify every business activity performed, track response time vs. baseline, as seen by the user, and use color-coded status to immediately validate complaints of poor application performance.

# Related Products

## Riverbed® SteelCentral™ Aternity

Aternity provides end user experience Monitoring from the point of consumption—the user's device for every local, cloud, web, or enterprise mobile app in your portfolio, running on any physical, virtual, or mobile device.

## Riverbed® SteelCentral™ AppInternals

Software-based APM to monitor apps on and off the cloud that helps ensure high-performing apps and superior user experience.

## Riverbed® SteelCentral™ AppResponse

Network-based APM to monitor end user experience and fix application performance issues.

# Get Started Today

SteelCentral ensures the reliability of any business-critical application, running on mobile, virtual, and physical devices. SteelCentral Aternity and AppInternals can be deployed on premise or in the cloud, enabling customers to get up and running fast, with no major capital investment, hardware provisioning, or server deployment. Get instant access to Aternity at: https://www.riverbed.com/forms/trial-downloads/aternity-instant-access.html and AppInternals at https://www.riverbed.com/appinternals/?eform=tryforfree.

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**About Riverbed**

Riverbed, at more than $1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 28,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at riverbed.com.

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