

SteelCentral Mobile Application Performance Management

Ensure an excellent user experience for enterprise mobile apps used by your customers and workforce

The Business Challenge

As you roll out mobile apps for use by customers and the workforce, you must ensure those apps earn a five-star rating. Mobile APM capabilities like crash analytics, app error reporting, service performance metrics, and data consumption tracking are just the start.

To prioritize response to an incident affecting a workforce app like ERP or CRM, IT Ops needs to understand the business impact, the functional organization of impacted users, and whether desktop users are impacted.

To determine the impact of mobile on workforce productivity, business executives need to analyze transactions on the back end, and additional business metrics, such as the length of time to fill out a claim form, or the number of orders processed, by employees in a remote branch office.

The Riverbed Solution

Riverbed® SteelCentral® provides complete visibility into important aspects of the enterprise end user—their identity, role, and business function, the full range of apps and devices they use, and the business activities for which they are responsible. 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. With these capabilities, SteelCentral addresses a full range of mobile APM use cases for developers of enterprise mobile apps, IT Ops who support them, and business executives who rely on them to grow and transform their markets.



Assuring a Quality Mobile User Experience

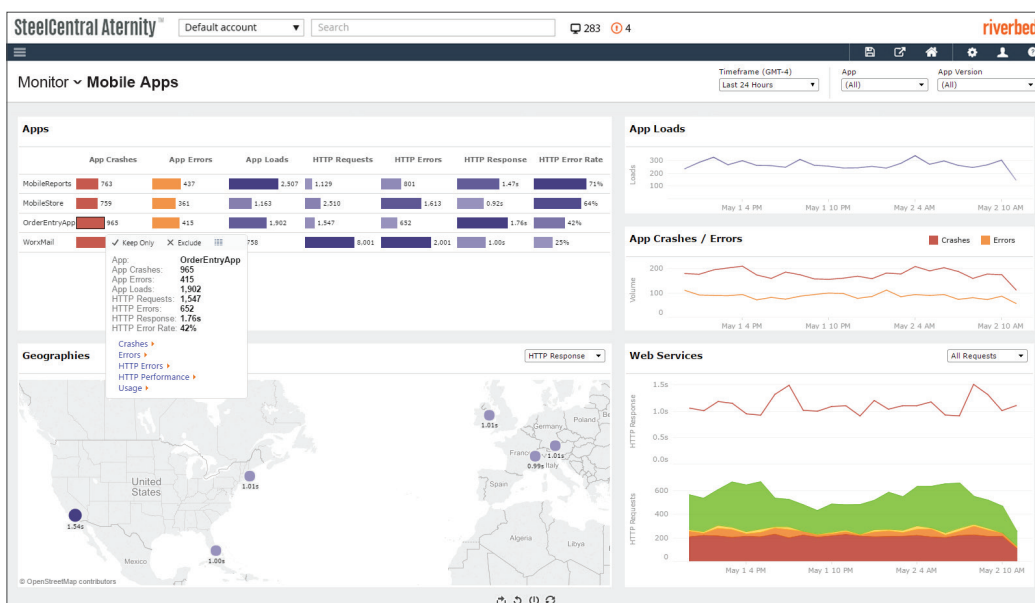
SteelCentral Mobile APM provides the following capabilities:

- Tag-free enterprise mobile app instrumentation provides out-of-the-box monitoring of app metrics, such as launches, crashes, errors, and service performance; as well as device metrics like network, battery, and signal strength
- Instrument apps developed in-house with the mobile SDK, and apps developed by 3rd parties with a mobile wrapper whose functionality is consistent with those from leading EMM vendors like IBM, MobileIron, and Citrix
- Trace every transaction from user to back-end to understand app dependencies, expose, and quickly fix even the most hard-to-detect code, SQL, system, or web services problems
- Continuously monitor your dynamic infrastructure to see the impact on your apps and vice versa. Resolve resource utilization and network-related errors before users are impacted.

Monitor, Analyze, Prioritize, and Optimize

With SteelCentral Mobile APM, developers can monitor apps in real-time to get visibility into the app's performance, its interaction with the network and the device, and the impact of performance on the user experience.

- Isolate problems to the code or the network, and analyze them with code-level stack trace to speed resolution
- Analyze the performance of the app across device and OS versions, geographies and carriers, to identify trends
- Track usage, crashes, errors, HTTP performance and volume relative to thresholds and geography
- Compare the performance of mobile apps across geographies, carriers, devices, and OS versions to optimize performance

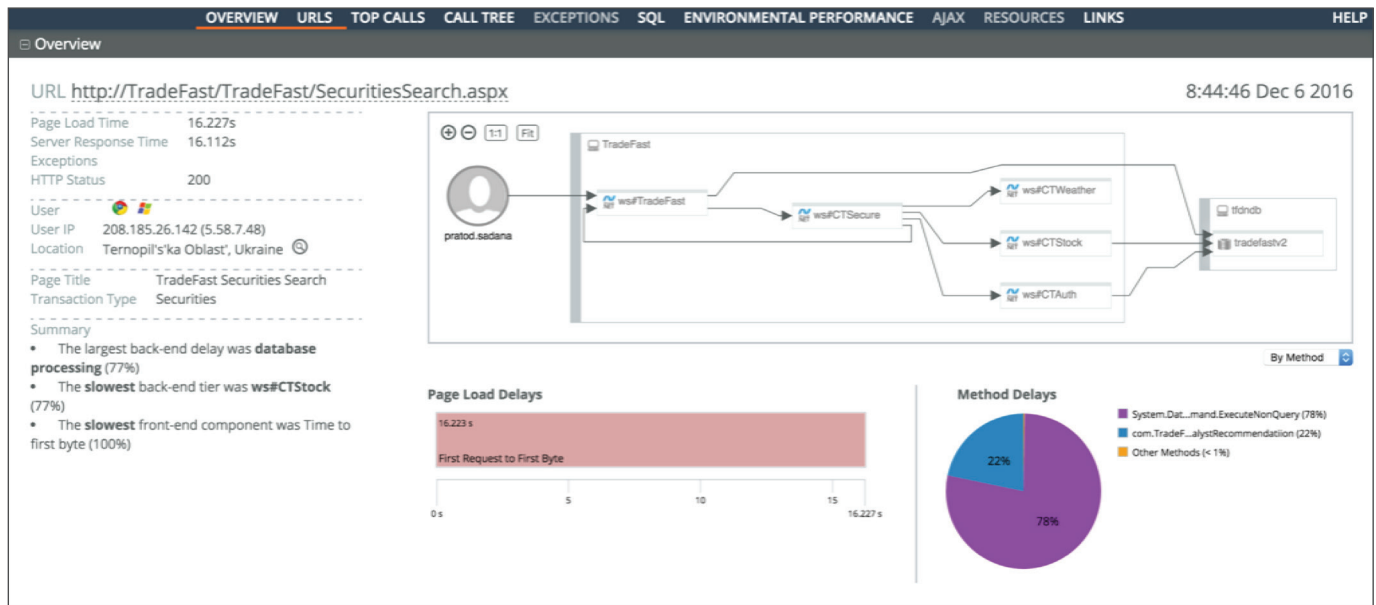


Troubleshoot app problems by monitoring any enterprise mobile app in the portfolio, assessing performance by geographic location, and drilling down to analyze key metrics.

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 and 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 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 a superior user experience

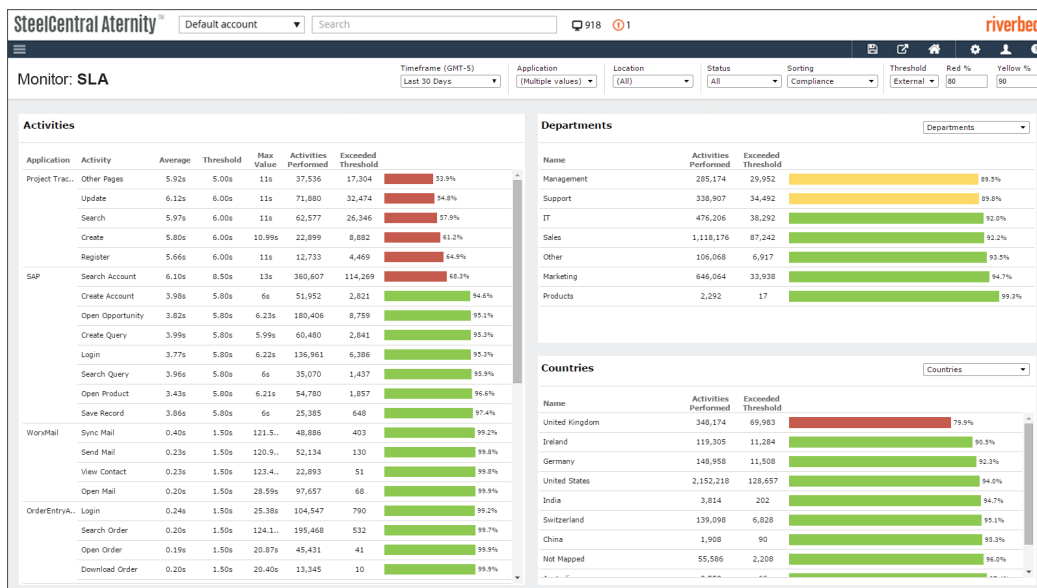


Trace every transaction, from the user device to the application backend, while exposing bottlenecks and errors in application code, SQL, system resources, network or web-services on and off the cloud.

Measure, Manage, and Improve Mobile Workforce Productivity

SteelCentral enables business executives to determine the effectiveness of their mobile strategy on improving workforce productivity.

- Evaluate mobile adoption progress by tracking mobile app usage by department and geography
- Validate expected gains in productivity by comparing business activities over time, and on mobile vs. wired devices
- Prove the reliability of migrating business processes to mobile by analyzing SLA compliance for key business activities
- Justify necessary investments by quantifying the financial impact of poor app performance



Set SLAs that meet customer expectations for key the business activities executed in every app in the portfolio, then compare each instance of every user's execution of these activities to the SLA in order to improve customer satisfaction.

Get Started Today

SteelCentral ensures the reliability of any business-critical application, running on mobile, virtual, and physical devices. SteelCentral Aternity and ApplInternals 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 ApplInternals at <https://www.riverbed.com/applinternals/?form=tryforfree>.

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 instrumented enterprise mobile app in your portfolio, running on any physical, virtual, or mobile device.

Riverbed SteelCentral ApplInternals

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

About Riverbed

Riverbed enables organizations to modernize their networks and applications with industry-leading SD-WAN, application acceleration, and visibility solutions. Riverbed's platform allows enterprises to transform application and cloud performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Learn more at [riverbed.com](https://www.riverbed.com).

