

SteelCentral Aternity for Monitoring Cloud-delivered Apps

Hold your cloud or SaaS provider accountable by measuring actual user experience

The Business Challenge

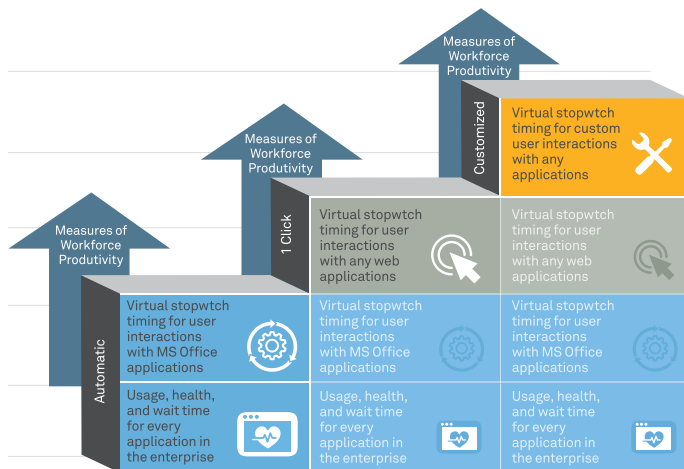
Enterprises are increasingly relying on SaaS and cloud providers to speed up application deployment and reduce expenses. Without access to the infrastructure on which cloud-delivered apps run, IT Ops teams face challenges in ensuring these applications deliver excellent end user experience. Traditional APM products require access to the application code to monitor user experience.

Synthetic monitoring products don't measure actual end user experience; they only emulate it. Although cloud providers' SLAs cover infrastructure uptime, incident response time commitments, and penalties, these are insufficient to guarantee excellent end user experience.

The Riverbed Solution

Riverbed® SteelCentral™ Aternity monitors the actual end user experience for any cloud-delivered app as it renders on the user's device, providing a user-centric vantage point that enables enterprises to hold their cloud vendors accountable to SLAs based on business processes. With SteelCentral Aternity, it's as if your IT team can stand behind the shoulder of any workforce end user and use a stopwatch to time the response users see as they interact with any cloud, local, or mobile app in the portfolio.

To learn more about establishing SLAs based on business processes, watch this short video: https://youtu.be/_WJhxw2lu44?list=PL18B4C1339C54900A.



Addressing The Challenge of Monitoring Cloud-delivered Apps

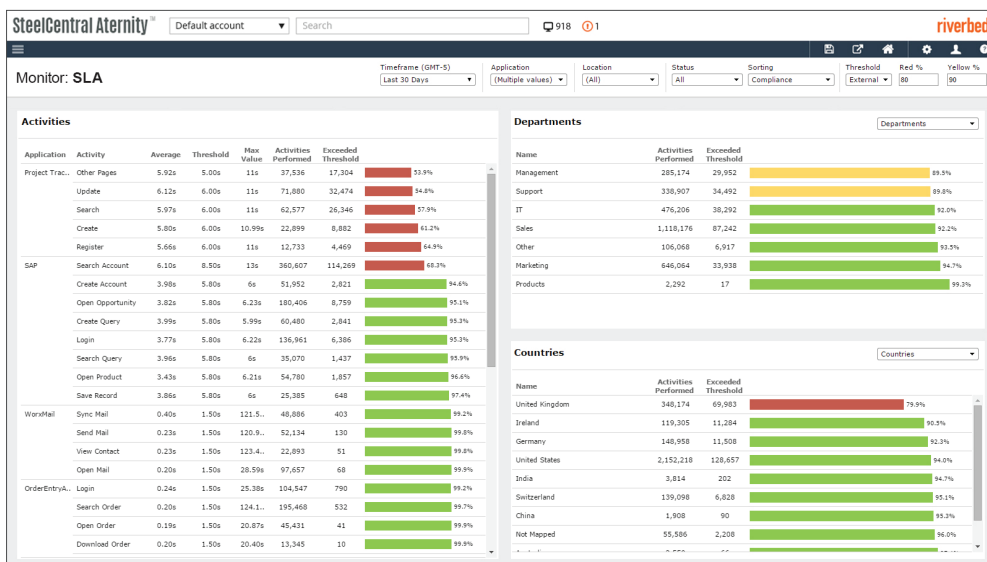
SteelCentral Aternity provides the following capabilities:

- Zero configuration discovery, and out of the box monitoring and analytics of users, applications, (whether authorized or not), as well as the devices used to access them
- Correlation of actual user interactions, device health, and performance of any cloud application, to reduce finger pointing between enterprise, ISP, and SaaS vendor
- Real-time Performance Analytics for proactive problem detection, impacted user isolation and probable cause analysis to guarantee quality of service for any application used by the workforce, whether at home, on the road, or in the office
- Business Activity Analytics enables organizations to establish SLAs based on business processes by defining user interactions with cloud applications in the context of a workflow

Assure a Successful Migration to Cloud

SteelCentral Aternity enables the line of business to determine the impact on workforce productivity of migrating business critical applications to the cloud.

- Augment cloud providers' overall availability metrics with application performance SLAs that reflect actual end user experience as cloud-delivered apps render on users' devices
- Validate the benefits of cloud services by comparing the application performance of cloud-delivered apps to those run in your own data centers
- Hold cloud providers accountable by comparing SLA conformance before and after app or infrastructure upgrades and across geographies or device types

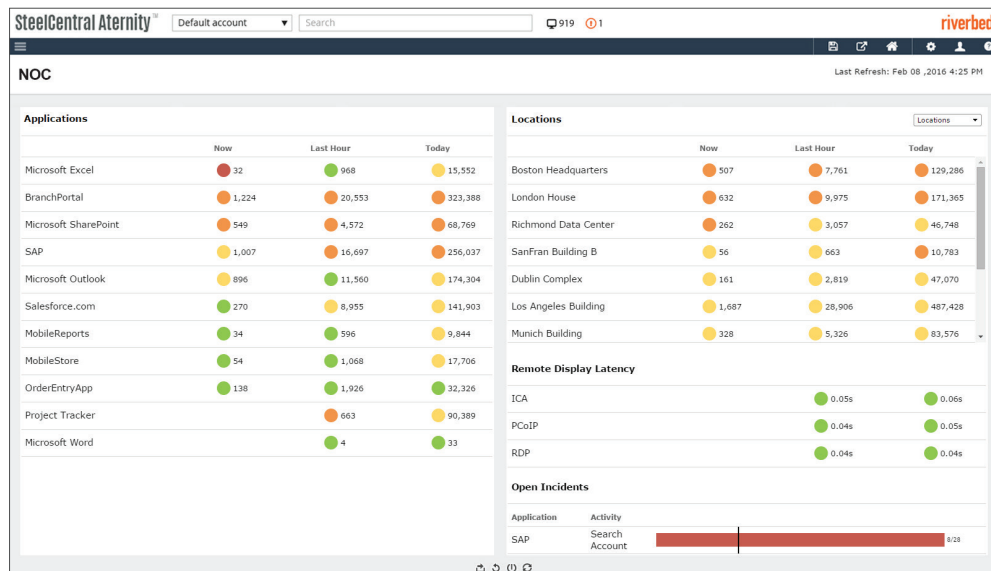


Hold cloud vendors accountable by establishing SLAs that meet business expectations for response time, as seen by the end user, for the key business activities executed in cloud-delivered apps, then compare each instance of every user's execution of these activities to the SLA.

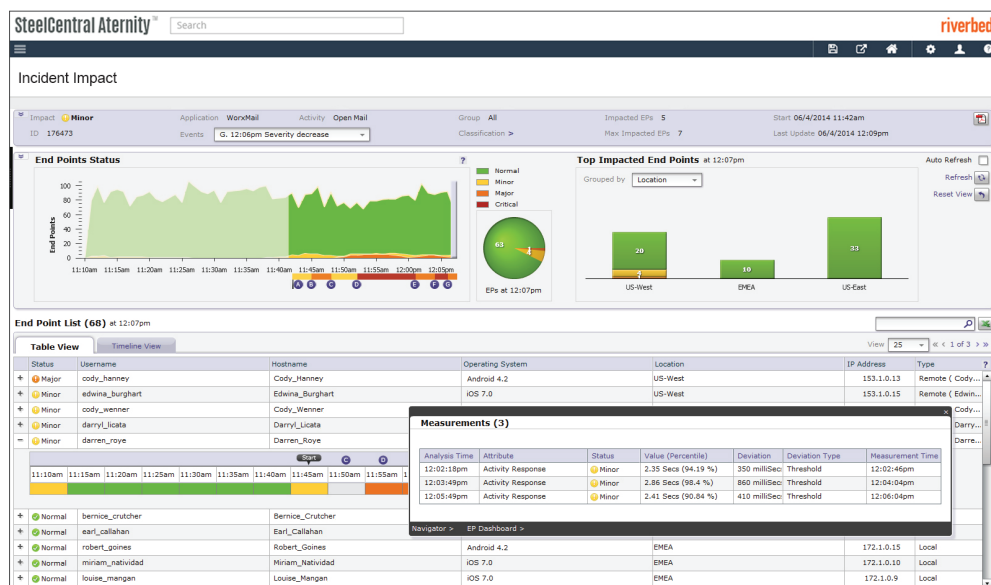
Guarantee Optimal Service Delivery of Cloud-delivered Apps

SteelCentral Aternity provides a single, consistent approach that empowers IT Ops to ensure the quality of service for any application, delivered via cloud or on premise, running on physical, virtual, and mobile devices.

- Proactively detect and analyze application incidents by severity, impacted users, and business locations, to speed problem resolution
- Identify whether changes in infrastructure or device type have impacted the performance of your app by comparing performance before and after a change
- Reduce finger-pointing by isolating application performance problems to your users' devices, the ISP, or the SaaS vendor



Prioritize problem resolution to where the impact is greatest, by monitoring the recent performance of any app, understanding the severity and impact of app problems by location, department, or region, and drilling down to troubleshoot the most urgent issues.

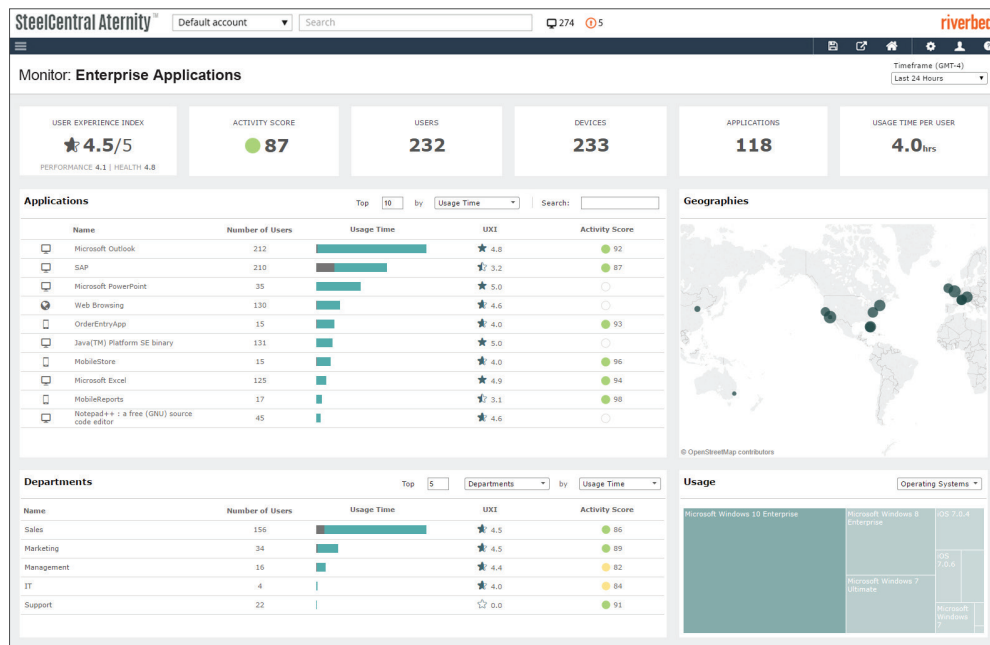


Proactively identify and resolve end user problems by automatically receiving alerts of incidents and identifying affected users by department, geography, and device type.

Track Actual Usage of Cloud-delivered Apps across the Enterprise

With SteelCentral Aternity, the line of business and IT Operations teams get continuous, enterprise-wide visibility into actual usage of every cloud application, whether authorized or not, on any employee's device.

- Identify rogue use of cloud applications to shine a light on “Shadow IT”
- Analyze app usage across departments and geographies to validate appropriate cloud license expenditures
- Assess the business impact of cloud app problems on actual usage, by department, geography, device type, or OS



Discover every local, cloud, or mobile app in use in the enterprise (whether authorized or not), and analyze actual usage, wait time, performance, and health to assess the impact on workforce productivity.

Case Study

A global consulting firm identified that their SaaS-delivered Time & Expense Reporting app met acceptable SLAs only 30-40% of the time, then worked with their provider to bring the app into compliance.

Get Started Today

SteelCentral Aternity ensures the reliability of any business-critical application, running on mobile, virtual, and physical devices. SteelCentral Aternity 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. Register to qualify for a free product evaluation: <https://www.riverbed.com/trialdownloads.html>.

About Riverbed

Riverbed Technology, the leader in application performance infrastructure, provides 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. Learn more at [riverbed.com](https://www.riverbed.com).

