SteelCentral Portal

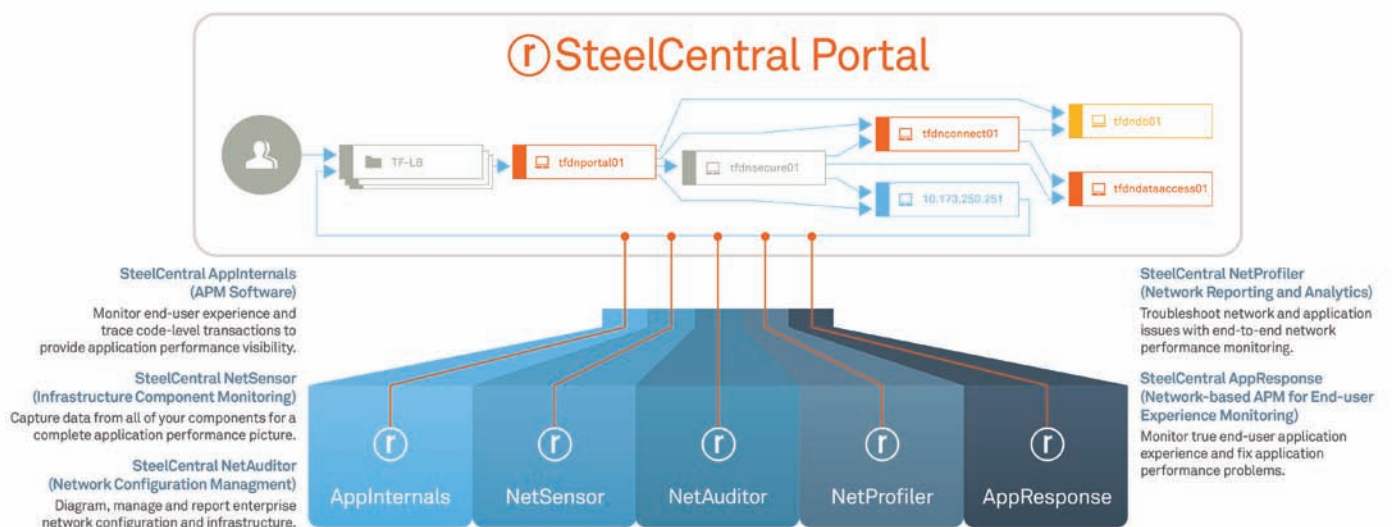## A Centralized, Dynamic View of Application Performance

The Riverbed Solution

Riverbed® SteelCentral™ Portal redefines how companies visualize, monitor, report, and troubleshoot application performance by combining user experience, application, and network data into a centralized, dynamic solution. This holistic view gives operational teams a single source of truth for application performance, keeping key resources focused on strategic projects—accelerating troubleshooting, and providing meaningful data for stakeholders throughout the enterprise.

The solution builds on Riverbed's strong legacy of providing end-to-end visibility across the network and application, from server to end-user.

SteelCentral Portal brings visibility into and control over end-user experience, application performance, and network performance together in one easy-to-use collaborative solution. By blending data from industry leading tools including SteelCentral AppInternals, AppResponse, NetAuditor, NetProfiler and NetSensor APM and NPM data, only Riverbed creates a dynamic map of application performance. Different teams are able to get a complete picture of the application environment. Instead of wasting valuable time and resources assessing blame, you can rapidly diagnose and fix service issues before end users notice.

SteelCentral Portal also makes it easier to communicate application status and performance, as well as show SLAs in a way that non-IT stakeholders can understand. Portal gives you a central way to regularly communicate the value IT is bringing to the enterprise, instead of executives only hearing from IT when there is a problem.

SteelCentral AppInternals (APM Software)
Monitor end-user experience and trace code-level transactions to provide application performance visibility.

SteelCentral NetSensor (Infrastructure Component Monitoring)
Capture data from all of your components for a complete application performance picture.

SteelCentral NetAuditor (Network Configuration Managment)
Diagram, manage and report enterprise network configuration and infrastructure.

SteelCentral NetProfiler (Network Reporting and Analytics)
Troubleshoot network and application issues with end-to-end network performance monitoring.

SteelCentral AppResponse (Network-based APM for End-user Experience Monitoring)
Monitor true end-user application experience and fix application performance problems.

The Business Challenge

Effectively managing application performance in today's hybrid enterprise requires deep and broad visibility across complex networks and hosting environments. Yet many enterprises take a fragmented approach to managing applications relying on a variety of tools, often from different vendors, to monitor and troubleshoot application performance. This leaves the IT organization stuck in silos—each team with a different perspective of the issue.

Without a central view to collaborate and share data across these teams, IT engineers can spend a significant amount of time analyzing data and performance metrics, and ultimately arrive at different and often conflicting conclusions about the cause of performance problems. The result is the creation of a "war room," where resources are drained from strategic initiatives, valuable time is wasted pointing fingers, and stakeholders are unable to get status on critical application performance.

Key Benefits

Resolve application performance issues with actionable intelligence

SteelCentral Portal is the only IT performance management solution that can display deep user experience, application, network, infrastructure and server performance data in a central view supported by a comprehensive set of data source tools. This enables disparate IT performance management teams to efficiently use resources to more rapidly resolve operational issues that impact application performance and, over time, to proactively avoid service issues. IT organizations can arrive at a common set of metrics to collect and report on for each application, then standardize on a common view on how to present the application performance data, despite the different platforms each application may be running on, or whether the app traffic is optimized or non-optimized (based on data supplied by SteelHead).

Significantly reduce time for set up and reporting

SteelCentral Portal's wizard-driven application discovery reduces the time to build a monitoring and reporting framework and deliver performance reports. Rather than relying on an administrator's knowledge of the environment, the Portal's application model offers a dynamic, application infrastructure service map that includes all related components: servers involved, network hops, and data needed for delivering the applications. In addition, adaptive workflows provide guidance to available reporting metrics and "best" options depending on the connected data sources, automatically updating available views as new data sources are added.

Provide stakeholders throughout the enterprise with meaningful data

SteelCentral Portal offers each stakeholder a role-based home page that prioritizes the information that is most important to that user. You can include custom dashboards and default dashboards tailored to the individual's needs. For example, e-commerce site owners can see current shopping volume for business patterns, or network managers can see relevant performance information. For each role, SteelCentral Portal provides all the needed information in a single screen, one dashboard at a time, with one-click access to the most common dashboard editing tasks.

Optimize performance with SteelHead Integration

With your SteelHead integrated with SteelCentral AppResponse and NetProfiler, you are able to look across your network and view both non-optimized and optimized traffic. Regardless of whether the data resides in the data center, branch, or in the cloud, Portal produces actionable performance visibility for all your mission critical applications, ultimately allowing IT to optimize with SteelHead.

Key Features In-Depth

Graphical application discovery

SteelCentral Portal's Application Discovery takes an interactive, wizard-driven process to help you discover and build a service model for your operational environment. As a result, you are able to reduce the amount of time and effort needed to develop and implement a reporting framework.

Data driven metric guidance

SteelCentral Portal includes powerful, out of the box workflows that assist administrators to select the "best" metrics based on available data sources. Administrators determine the information needed and Portal automatically curates different workflows based on available data sources.
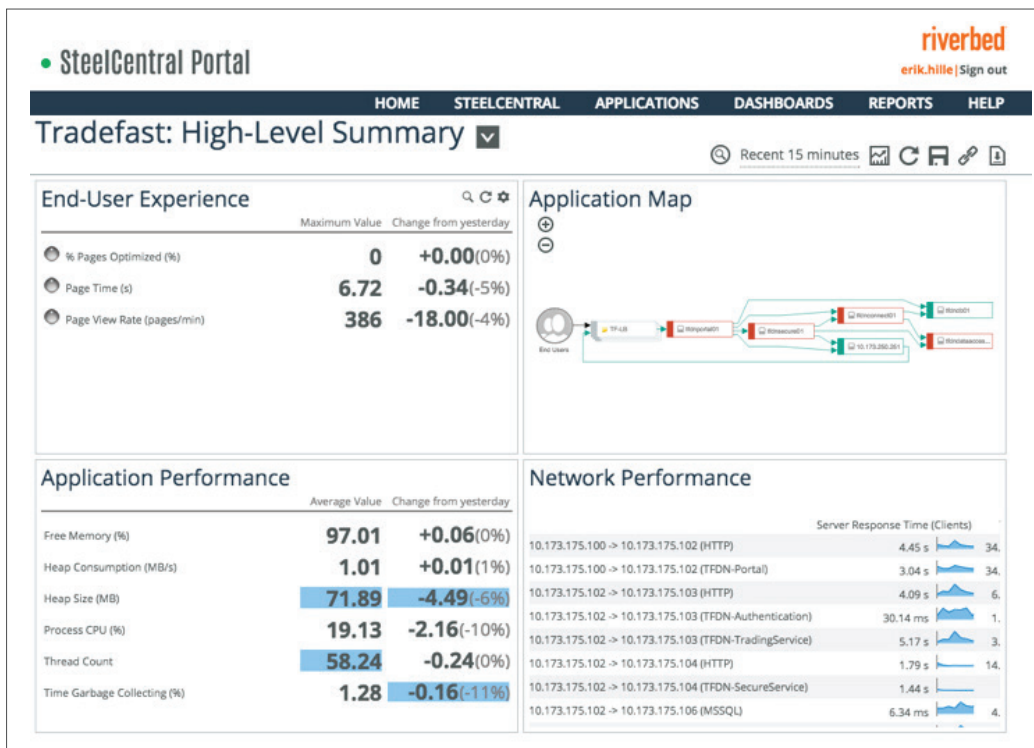
Efficient management reporting

Portal gives you a central source of truth for application performance and supporting infrastructure. Looking at the same triage data fosters better teamwork helping you rapidly diagnose the issue's root cause. In addition, and you can readily present meaningful data to stakeholders. This enables IT organizations to arrive at a common set of metrics to collect and report on for each application, then standardize on a common view on how to present the application performance data. Collecting raw data from the other tool sets across the application model also provides flexibility in reporting, so you can answer a wide variety of performance questions as they arise, despite the different platforms each application may be running on.

AppNetwork path

SteelCentral Portal enables users to view the network path that an application segment traverses. This provides a unique view of the network infrastructure in addition to network performance, end-user experience, and application performance monitoring views, helping them to troubleshoot application problems more quickly.

Relevant stakeholder views

Portal offers each stakeholder a role-based home page that prioritizes the information that is most important to that user. You can include custom dashboards and default dashboards tailored to the individual's needs. For example, e-commerce site owners can see current shopping volume for business patterns, or network managers can see relevant performance information. For each role, Portal gives you all the information you need in a single screen, one dashboard at a time, with one-click access to the most common dashboard editing tasks.

Learn More

For IT, application performance is the most visible indicator of job performance, and that's why organizations around the world rely on the Riverbed® performance management family of SteelCentral™ products for the insight they need to deliver a consistently top-notch user experience. With Riverbed's performance management solutions, you can monitor every critical part of your application delivery chain and troubleshoot any issues that arise—before they become problems. Whether you are rolling out new applications, consolidating or virtualizing data centers, migrating to the cloud, supporting mobile device users, or simply in need of a troubleshooting and visibility solution, SteelCentral products provide you with a holistic view of your environment.

To learn more about Riverbed SteelCentral solutions, please visit:
www.riverbed.com/products/performance-management-control/application-performance-management/

To learn more about Riverbed SteelCentral Portal, please visit: http://www.riverbed.com/SteelCentralPortal

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 27,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at riverbed.com.

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