

# End-to-End Visibility with SteelCentral for Cloud

Moving your applications to the cloud or subscribing to software-as-a-service requires relinquishing control. You rely on cloud or SaaS vendors to ensure 24/7 reliability and optimal user experience. If your business depends on apps to perform flawlessly, monitoring them – whether they're cloud-hosted or used as a service – is critical to assure optimal digital experience.

## The Rush to the Cloud

Businesses are migrating to spur digital innovation that enables disruptive business models. The cloud inherently allows IT organizations to stay focused on application development and delivery, while letting the cloud vendor worry about managing infrastructure. Compute, storage, middleware or entire stacks can be provisioned on-demand which further improves agility within IT. All of these enable IT to aid business initiatives by quickly and reliably responding to customer opportunities and expanding to new markets.

Further, the CFO also avoids large capital expenditures and shifts to an operating expenses model in its stead.

## Challenges with Using the Cloud

As important as cloud has been to helping IT and businesses deliver upon their objectives, it introduces new challenges.

Moving to the cloud involves giving up dedicated datacenters and moving to multi-tenant environments offered by the cloud or SaaS vendor. Without visibility across user devices and cloud infrastructure it is challenging to ensure that,

- user experience is optimal, irrespective of device, browser, location or application used
- applications and underlying resources are utilized efficiently and perform reliably
- cloud vendors meet their SLA commitments and do not adversely impact application performance
- IT stakeholders have insights needed to improve applications and allocate resources efficiently

The complexity grows further when cloud resources need to be managed alongside existing datacenters or private clouds.

All components – user devices, servers, networks, application code, databases – need to perform flawlessly to deliver great digital experiences. Without visibility and insights, preventing outages that cripple user productivity and business operations is painful and expensive.

# Full Stack Visibility and Insights with SteelCentral for Cloud

For IaaS and PaaS, SteelCentral for Cloud helps IT build and deliver high-performing applications, infrastructure and networks on the cloud, by delivering performance insights across the lifecycle. Developers release applications for real-world conditions and operations teams get device-to-database visibility and insights around-the-clock. SteelCentral seamlessly extending this visibility into the datacenter or private cloud.

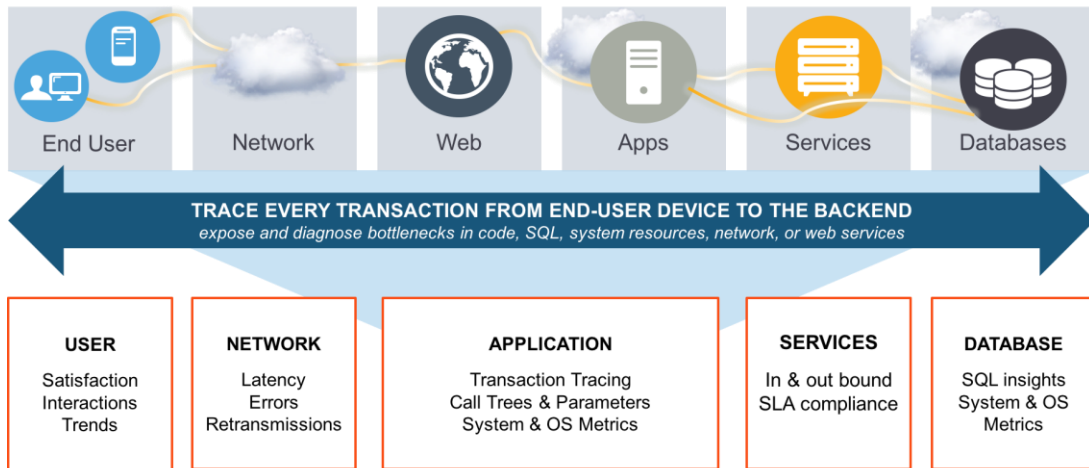


Figure: End-to-end visibility and diagnostics help cross-domain teams collaborate and fix issues before users are impacted

## User Experience & Business Insights:

Understand users' satisfaction, behavior and trends in real-time. Identify every application's best and least used features, and quantify its financial impact on business results.

## Application Performance Insights:

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

## Network & Infrastructure Diagnostics:

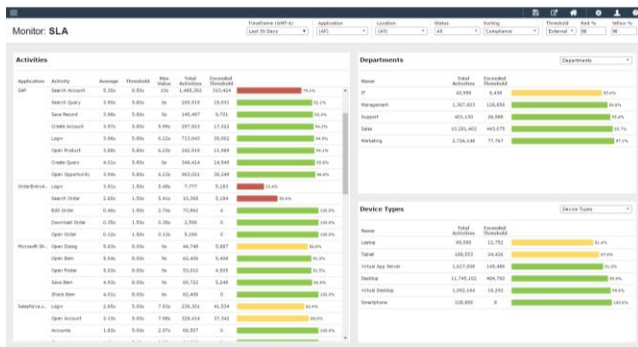
Continuously monitor dynamic infrastructure. See their impact on apps and vice versa. Resolve resource utilization and network-related errors before users are impacted.

For SaaS applications like Office 365 or Salesforce.com that you subscribe to, SteelCentral delivers user experience insights gathered right from within users' devices and diagnoses what's impacting user satisfaction.

## Put Digital Experiences First

Use real-time user experience insights to measure and

quantify the impact of strategic, transformational IT projects, like cloud, mobility, and data center transformation, as well as more routine changes like application upgrades and Windows 10 migration.



Leverage insights to understand application adoption and usage trends across geographies, the enterprise and platforms.

Advocate for customers and employees to keep SaaS vendors SLA compliant and to help internal IT ensure that they are delivering applications and services that

are relevant to customers, enhance employee productivity, and maximize IT's impact on business results.

## Never Miss a Performance Problem

You're never more than two clicks away from an answer when alerted of a problem.



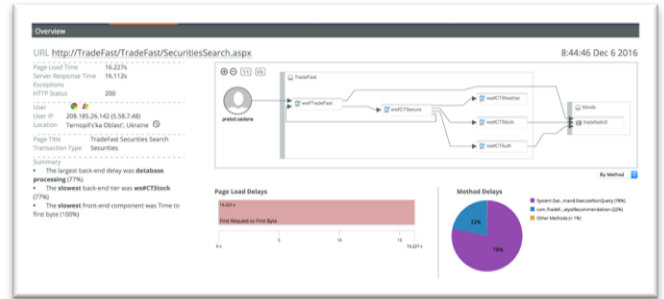
SteelCentral traces every transaction, while capturing system metrics every second in development, test and production environments. This gives you multiple perspectives into end user experience, application, network and infrastructure performance, along with workflows for root cause analysis and problem discovery.

Unlike other solutions that often sample transactions and roll-up metrics into intervals of 1 minute or more, SteelCentral's detailed reporting exposes and diagnoses even sporadic and intermittent problems.

## Reconstruct & Diagnose All Incidents

SteelCentral 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. As a result, users can reconstruct past incidents in great detail, measure

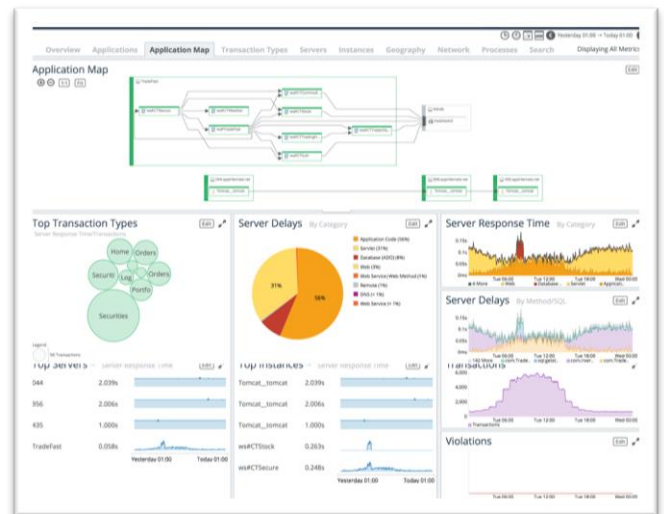
impact and act decisively to fix offending code, SQL, network, infrastructure or web service issues.



Other solutions only partially store data associated with past transactions. This leads to missing evidence, creates blind spots and fails to find root cause.

## Manage Distributed Environments

Seamlessly monitor and manage your dynamic infrastructure, including datacenters, IaaS, PaaS and containerized environments.

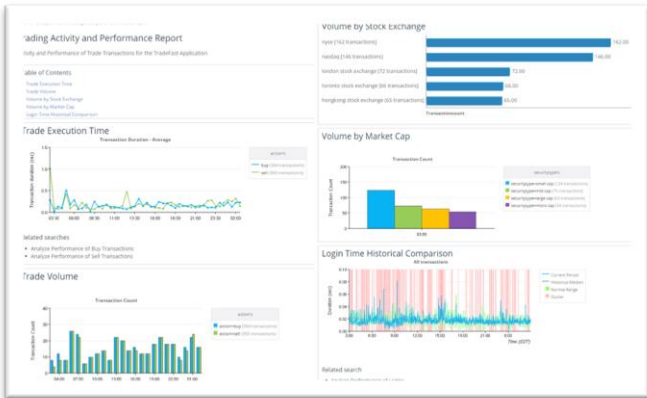


See your server and network topology to understand dependencies or plan for capacity.

Monitor your SaaS applications from the point of consumption to measure user adoption and satisfaction, and that the SaaS vendors are meeting their SLA commitments.

## Derive Business & Application Intelligence

Query billions of metrics using big data analytics to discover anomalies and draw business insights.

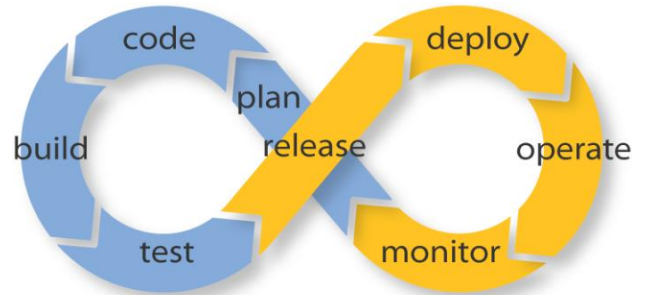


Perform free form analysis using simple “and”, “or” queries assisted by auto-complete to filter down by transaction-type, user, server, method parameter, etc. and continuously improve performance. Discover key business transactions and quantify the application’s financial impact on the business.

## Migrate to the Cloud with Confidence

Leverage SteelCentral help select, prepare, migrate and manage applications in the cloud. Draw a prioritized list of apps for migration by understanding their usage

trends, app dependencies and resource utilization. Use detailed diagnostics in dev/test to ensure that apps perform reliably in the cloud under real world conditions.



Finally, when in production, monitor apps continuously to help development and support teams fix problems without having to reproduce them, resulting in faster time to resolution.

## Get Started Now

When you move apps to the cloud, you rely on cloud or SaaS vendors to ensure 24/7 reliability. If your business depends on these apps, monitoring them – whether they’re cloud-hosted or used as a service – is critical to assure optimal digital experiences.

For more information and a free trial, please visit [www.riverbed.com/steelcentral](http://www.riverbed.com/steelcentral).

### 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/steelcentral](http://riverbed.com/steelcentral)



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