The Need for Unified Performance Management

Across all applications, networks, infrastructure & end users
The Need for Unified Performance Management

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Addressing the Performance Challenges of Today

What if you could eliminate finger-pointing between technology silos and get to the root cause of performance degradation in minutes, not weeks?

Virtually anything that touches an application can affect its performance—and the list of usual suspects is dizzying. The network is commonly the first point of blame, but further research often proves that application code, application architecture, and user endpoints, among others, are common culprits.

Without a unified view of network and application performance, troubleshooting often degrades into finger-pointing and duplicate efforts among IT staff. As separate teams across various technology silos scour their point monitoring solutions for a cause, application performance continues to suffer while user satisfaction rates and employee productivity plummets.

Lost Time:
Infrastructure and operations leaders reported that the percentage of IT employee time wasted in root-cause analysis ranges from 10% to 50%.1

Lost Productivity:
An application or business service that does not perform as expected 2% of the time represents a 45-working-hour deficit over the course of a year.2

Lost Revenue:
A 1-second increase in page response time can decrease page views by 11%, decrease customer satisfaction by 16%, and decrease conversions/revenue by 7%.3

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2 Ibid.
3 The Aberdeen Group. The Performance of Web Applications: Customers are Won or Lost in One Second.
Traditional Performance Management Is Not Enough

The realities of the modern IT landscape are daunting. Your business-critical applications are multi-platform, multi-tier, and span physical, virtual, and hybrid cloud environments. To reach your end user, application transactions traverse complex networks and infrastructure that are handling ever-increasing loads. In light of this, never has it been more challenging to monitor the performance and availability of the business services that your employees and customers count on.

When a performance degradation occurs, there are more factors and interrelationships to consider than ever before. The typical enterprise has between 6 and 10 network monitoring and troubleshooting tools in active use, with even more ‘shelfware’. Siloed tools only prove domain innocence; such a fragmented approach to monitoring leads to frustration and delay. In the end, your business struggles to identify the root cause of performance problems and collaborate efficiently across technology domains.

Clearly, a new approach to performance management is needed—one that assesses network and application health as a whole so your business can:

- Effectively react to the performance challenges you face today
- Proactively meet the business service needs of tomorrow


Facing the Business Service Needs of Tomorrow

What if you could evolve from a reactive to a proactive visibility model?

Technology is evolving at an aggressive pace. To increase availability, reduce total cost of ownership, and consolidate resources, data centers are transforming from an on-premises model to a hybrid of on-site, cloud-based, and virtualized environments. This new reality changes where and how your business-critical applications are hosted. What’s more, your end-user audience is hungry for new applications and features that allow them to interact with and consume your business services from any location, using any device.

The net result of these trends is the need for a concerted focus on change and innovation. But without an integrated and centralized view of the performance of your network and applications, planning for future requirements is largely an exercise in guesswork. Additionally, a lack of visibility into your application delivery infrastructure as a whole makes it a challenge to identify and correct problems before they impact end users and business performance.

IT is not meeting business and user service requirements

54% of business people consider IT a support or maintenance organization, rather than an innovator.6

29% of business people consider their IT organization to be agile and flexible.7
The Need for Unified Performance Management

In order to effectively address these specific challenges, you need a holistic approach to performance management—one that converges network, application, infrastructure and end-user experience monitoring into a single interface for a unified and blended view of all applications and networks. But it’s not enough to simply provide that single pane of glass, a truly blended performance monitoring solution provides integration at the domain-level to further streamline cross-team troubleshooting and collaboration.

Key Components of Unified Performance Monitoring

What if you could gain access to all the performance metrics you need in one tool?

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What to look for in a Performance Management solution:

1. NPM tools with end-to-end network visibility and analytics, integrated troubleshooting, planning and configuration management, and visibility into the end-user experience.

2. APM with continuous transaction capture with one-second granularity, code-level metrics, and advanced root-cause analysis across technology stacks and application tiers.

3. A unified console that aggregates all network, application, end-user experience, and infrastructure metrics into role-relevant dashboards providing a single source of performance truth in a collaborative workspace.
The Need for Unified Performance Management

Riverbed SteelCentral

With Riverbed® SteelCentral, you can deliver the application service levels that users, and the business, demand.

Riverbed SteelCentral delivers powerful performance management technologies in a single console. Through this resource, your organization will have access to a Gartner Magic Quadrant Leader in Network Performance Monitoring and Diagnostics as well as a Visionary in Application Performance Management. It’s time to:

- **Eliminate Guesswork and War Rooms:** Grant executive, development, quality assurance, network and application staff access to a single integrated performance management platform and drastically improve efficiency and collaboration among previously siloed teams.

- **Troubleshoot Performance Issues Faster:** Leverage automated root cause analysis to uncover the source of performance degradations in minutes. And by utilizing the platform’s powerful, open-ended search, isolate problem transactions quickly to accelerate troubleshooting efforts.
Riverbed SteelCentral

**Prioritize Tasks:** Capture and store all performance metrics. You will have the ability to examine historical records to determine when a problem first occurred and how many users were affected. With this information in hand, determine how and when to prioritize resolution efforts.

**Drive Change:** Utilize big data-driven intelligence to analyze every end-to-end transaction. You’ll uncover operational insights and detect performance issues well before they impact end-user performance.

“The ability of Riverbed to quickly distinguish server, network, and application problems has greatly increased IT staff productivity. And the less time we spend troubleshooting and upgrading, the more time we have for new projects.”

- Network Manager, Bellevue Hospital Center

SteelCentral by the numbers

Customers have:
- Slashed triage time up to 95%
- Reduced production issues up to 50%
- Improved application rollout processes up to 6x
- Increased transaction times and application responsiveness up to 10x
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 26,000+ customers include 97% of the Fortune 100 and 98% of the Forbes Global 100.

Learn more at riverbed.com/SteelCentral