
SteelCentral Portal

A centralized, dynamic view of digital experience

The Business Challenge

With 89% of enterprises that have adopted or plan to adopt a digital-first strategy,¹ we are in an era of digital transformation. Increasingly, companies are leveraging cloud and mobile initiatives to accelerate growth, create competitive advantage, and enhance customer satisfaction. And with this transformation comes never-before-seen complexity of apps, networks, end points and places where business is being executed. Without clarity to how these initiatives perform, they often fail to deliver the expected value. In addition, performance transparency is often critical the DevOps process as well...enabling companies to identify issues and speed up application delivery time.

But performance visibility is increasingly difficult in today's complex IT environments. Companies have a limited understanding of the network and application framework, which often spans traditional data centers,

third-party hosting facilities, branch offices, mobile devices, and SaaS and IaaS-based clouds. Complicating matters further, most enterprises take a fragmented approach to managing applications relying on a variety of tools, often from different vendors, to monitor and troubleshoot 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. This “war room” approach drains resources from strategic initiatives, wastes valuable time with finger-pointing, and leaves the root cause performance problems unresolved.

¹IDG, 2018 State of Digital Business Transformation: https://cdn2.hubspot.net/hubfs/1624046/Digital%20Business%20Executive%20Summary_FINAL.pdf?t=1536591915902

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

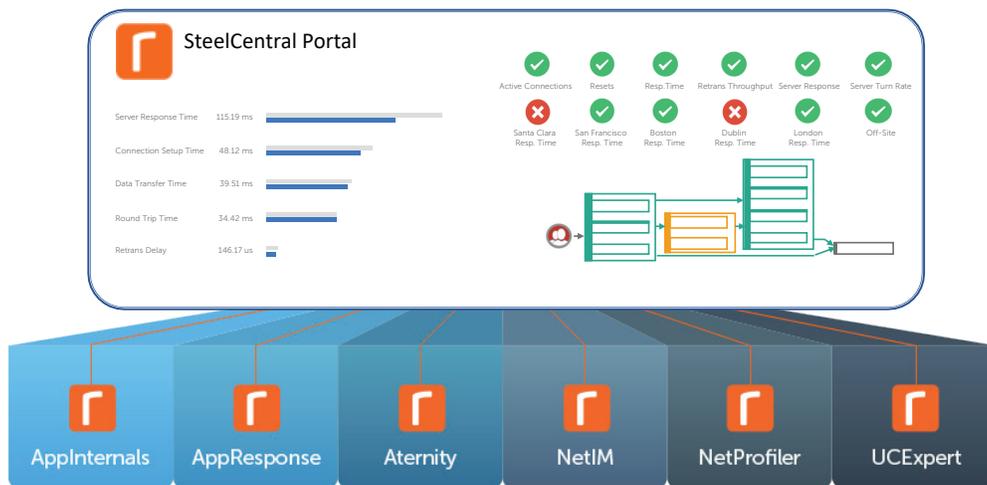
of truth for application performance, keeping key resources focused on strategic projects—accelerating troubleshooting, and providing meaningful data for stakeholders throughout the enterprise.

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 APM, EUEM, and NPM data from industry leading tools including SteelCentral ApplInternals, AppResponse, Aternity, NetIM, NetProfiler, and UCExpert, 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.



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.

Accelerate the application lifecycle

With SteelCentral Portal, you are able to understand performance issues that might impact your application (e.g., network, application, or infrastructure) before the application is released. This vastly improved DevOps efficiency and drives means you can deliver critical initiatives faster.

Centrally manage your AppResponse environment

With SteelCentral Portal, you are able to centrally manage AppResponse appliances. Administrators can manage configuration across large AppResponse environments, troubleshoot issues and report across the network infrastructure, and make appliance changes en masse.

Key Features

Active home page

SteelCentral Portal features a performance view upon login giving users a heads-up display to important information by region, group, application type, etc.... Users know where to focus, can avoid issues and can remedy problems that do occur more rapidly.

Graphical application discovery

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

Comprehensive management reporting

Portal gives you a central source of truth for application performance and supporting infrastructure. IT organizations leverage 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. 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.

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.

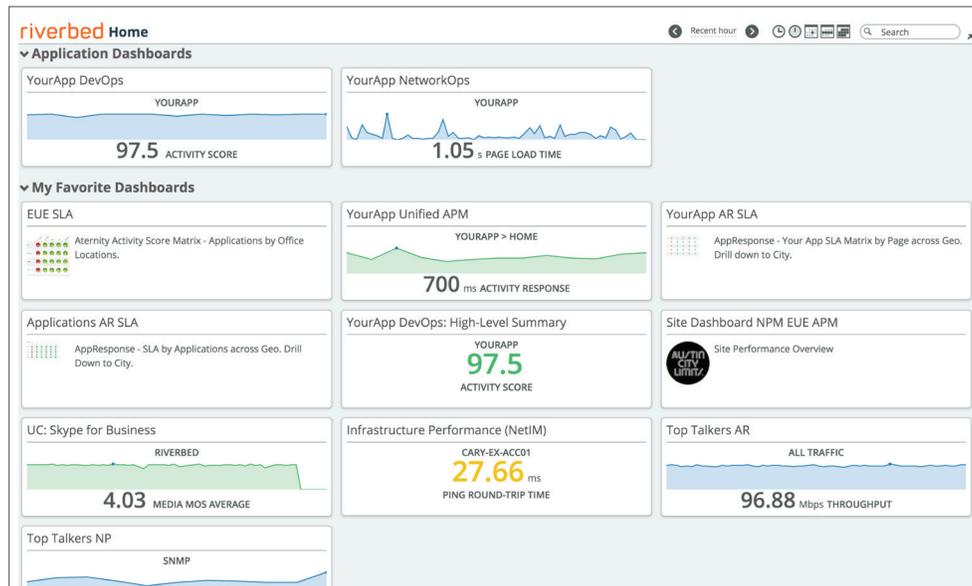
Central Management

The Portal Central Management feature allows user to add new AppResponse systems and centrally manage and update the AppResponse software, users, roles, configuration elements (host groups, app definitions, etc.), and system and traffic load health.

Relevant stakeholder views

Portal offers each stakeholder a role-based home page. 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 task.



The SteelCentral Portal home page provides an active summary of important performance information.

Learn More

The Riverbed SteelCentral platform is your command center for application performance. It is the only end-to-end solution that blends device-based end user experience, infrastructure, application, and network monitoring to give you a holistic view of performance. The solutions delivers a complete, modular and integrated monitoring of the users' digital experience.

To learn more about Riverbed SteelCentral solutions, please visit riverbed.com/products/SteelCentral. For more information about Riverbed SteelCentral Portal, visit riverbed.com/SteelCentralPortal.

About Riverbed

Riverbed®, The Digital Performance Company™, is united in our purpose of *Advancing the Human Experience in the Digital World*. Behind every digital experience is a human one, and Riverbed enables organizations to measure digital experiences and maximize digital performance so they can deliver better and more powerful human experiences—for customers, employees, partners, patients, and citizens. Riverbed's Digital Performance Platform includes a combination of Digital Experience Management and Digital Networking solutions that ensure superior digital and user experiences, provides new levels of operational agility and accelerates business outcomes. Riverbed's 30,000+ customers include 100% of the *Forbes* Global 100. Learn more at riverbed.com.

