



## **NOTICE: New Product Names**

**The contents of this asset do not reflect our recent product name changes. Here are the new Riverbed® names:**

| <b>Old Names</b>    | <b>New Names</b> |
|---------------------|------------------|
| Steelhead           | SteelHead™       |
| RPM, OPNET, Cascade | SteelCentral™    |
| Stingray            | SteelApp™        |
| Granite             | SteelFusion™     |
| Flyscript           | SteelScript™     |
| Whitewater          | SteelStore™      |

## Customer Snapshot: State & Local Government

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### Challenges

- Solved the following challenges with Riverbed® OPNET AppInternals Xpert™ software:
    - Prolonged resolution time for application performance problems
    - Root cause identification for application problems
    - Finger-pointing among IT teams
    - Inadequate visibility into end-user experience
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### Use Case

- Is currently using other Riverbed Performance Management products with AppInternals Xpert for application performance management.
  - Currently using the following AppInternals Xpert features:
    - Analytics and correlation
  - Manages the following applications with AppInternals Xpert:
    - Database
    - Java
    - .Net
    - Virtual
    - Web
  - Uses AppInternals Xpert for the following:
    - Application operations/management
    - Application development
    - Handling unexpected change/scaling demands
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### Results

- Mean-time-to-resolution is 5 times faster since implementing AppInternals Xpert.
  - Experienced the following benefits with AppInternals Xpert:
    - Improved application performance
    - Reduced cost of fixing applications
    - Reduced time spent in "war rooms"
    - Increased application user satisfaction
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### Testimonials

"AppInternals Xpert has allowed visibility into our applications that eliminated finger pointing between various IT sections (Developers, Networks, Server Administration, Database) and helped accelerate problem resolution when performance issues arise."

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Source: TechValidate Survey of a State & Local Government