Visibility into end user experience and application performance, for any enterprise app at any scale

The Business Challenge

With digital transformation, enterprises investment in cloud, mobile, and the Internet of Things has increased the stakes for end user experience and application performance. Achieving business outcomes, like driving up revenue and customer satisfaction and reducing operational costs depends on ensuring an excellent digital experience for both customers and employees. To meet their business goals, enterprises need visibility into the performance of all applications—local, SaaS, IaaS, PaaS, thick client, web or mobile—as well as visibility into the physical and virtual infrastructure supporting them.

End-to-End Visibility and Big Data Insights with Riverbed SteelCentral

Riverbed® SteelCentral™ provides the only unified End User Experience (EUE) and Application Performance Monitoring (APM) solution that monitors the digital experience of every type of app in the enterprise portfolio, while maintaining the highest level of data quality at any scale. SteelCentral monitors and provides insights into end user experience for every local, cloud, web, or enterprise mobile app. Further, its proprietary technology captures and stores every user transaction, and its associated metadata, down to deep levels of user code, along with system metrics at 1-second intervals. This big data approach delivers the end-to-end visibility you need to quickly isolate and resolve issues, and immediately understand the impact on the business, and on your internal and external users.

Unlike other solutions that often sample transactions and roll up metrics into intervals of one minute or more, SteelCentral’s detailed reporting exposes and diagnoses even sporadic and intermittent problems, thereby eliminating guesswork when issues happen.
Assuring a Quality Digital Experience

SteelCentral EUE and APM solution provides the following capabilities:

- Zero configuration discovery, and out-of-the-box monitoring and analytics on customer and workforce end user experience, their devices, the applications they access, and the underlying physical and virtual infrastructure
- Monitor application performance from the point of consumption—the user’s device—as local, cloud, or enterprise mobile apps render on the screens of the devices on which they run
- Understand complex app dependencies, even in containerized cloud and microservices environments. Expose and fix even the most hard-to-detect code, SQL, system, or application infrastructure problems quickly.
- Use contextual log analysis to capture and stitch log data to every transaction for even greater user insight.
- Continuously monitor your dynamic infrastructure. See their impact on your apps and vice versa. Resolve resource utilization and network-related errors before users are impacted.

Quantify the Impact of IT on Productivity, Revenue, and Customer Service

With SteelCentral, business and IT executives can measure the impact on end user experience of strategic, transformational IT projects, like cloud, mobility, and data center transformation, as well as more routine, tactical changes like Windows 10 migration and application upgrades.

- Validate the impact of change by analyzing end user experience before and after a change to infrastructure, applications, or devices to ensure the desired results are achieved
- Quantify the financial impact of app performance on user experience and top line revenue by analyzing every transaction made on business critical apps
- Determine where investment is needed most by analyzing IT performance relative to SLAs based on business processes, by department or geography
- Analyze trends in app adoption across the enterprise to track the effectiveness of key strategic initiatives like cloud, mobile, and virtualization

Hold IT accountable to business results by establishing SLAs that meet business expectations for response time, as seen by the end user, for the key business activities executed on any local, cloud, web, or mobile app, then measure each instance of every user’s execution of these activities relative to the SLA.
Proactively Identify and Resolve Issues from the User’s Device to the Back End

With SteelCentral, App Developers and IT Operations teams can proactively detect and analyze application incidents. Taking a big data approach, it stores a record of every transaction along with its associated system metrics, call trees including parameters, URLs, user information, and web service calls.

- Upgrade your application performance monitoring to a big data practice with proprietary technology that scales to billions of transactions a day without sacrificing data quality.
- Trace transactions from the user through the backend, while capturing system metrics every second.
- Reconstruct incidents in great detail to fix application issues. Quickly surface insights with machine learning algorithms and innovative visualizations.
- Seamlessly monitor and manage your dynamic infrastructure, including data centers, IaaS, PaaS, and containerized environments.
- Query and analyze billions of metrics to discover bugs, draw business insights, and proactively improve performance to help deliver superior user experience.

Monitor the End User Experience of Any Local, Cloud, or Enterprise Mobile App

SteelCentral enables End User Services teams to troubleshoot end user issues quickly by automatically discovering every application in use in the enterprise and correlating application performance and health, as seen by the end user, to the performance and health of the device on which it runs.

- Validate user complaints automatically—no need for excessive user interrogation or stopwatch timing
- Troubleshoot in real-time and historically, non-invasively, without impacting the user’s productivity
- Isolate problems to the user’s device, the network, or the server to reduce finger-pointing
- Resolve issues quickly by drilling into device details to pinpoint device components causing the problem

Trace every transaction seamlessly, from the user device to the application backend, while exposing bottlenecks and errors in application code, SQL, system resources, containers and microservices, on and off the cloud. Immediately see the financial impact of the most time-consuming transactions.
Related Products

Riverbed® SteelCentral™ Aternity
End user experience monitoring from the point of consumption—the user’s device for every local, cloud, web, or enterprise mobile app in your portfolio, running on any physical, virtual, or mobile device.

Riverbed® SteelCentral™ AppInternals
Scalable, high definition APM with deep visibility into transactions, containers and services, on and off the cloud.

Riverbed® SteelCentral™ AppResponse
Network-based APM to monitor end user experience and fix application performance issues.

Get Started Today
SteelCentral ensures the reliability of any business-critical application, running on mobile, virtual, and physical devices. SteelCentral Aternity and AppInternals can be deployed on premises or in the cloud, enabling customers to get up and running fast, with no major capital investment, hardware provisioning, or server deployment. Get instant access to Aternity at: www.riverbed.com/try-aternity and AppInternals at www.riverbed.com/try-appinternals.

Review all of a user’s applications running on any device, identify every business activity performed, track response time vs. baseline, as seen by the user, and use color-coded status to immediately validate complaints of poor application performance.