

# VISIBILITY OF SALESFORCE SAAS APPLICATIONS

## STEELCENTRAL™ APPRESPONSE 9.5

### Introduction

Together SteelHead and SteelCentral provide the leading solution for optimization, visibility, and control of all applications in the hybrid enterprise. Using passive, IP flow-based monitoring, SteelCentral™ AppResponse provides real-time visibility of over 60 TCP/IP metrics for each IP flow conversation between a client and server. AppResponse appliances are typically deployed in a data center and configured to use a network SPAN or tap that exposes the appliance to IP traffic. Using AppResponse 9.5 and SteelHead SaaS, metrics from WAN-optimized network environments are now available for end-user experience monitoring of web applications.

*SteelCentral AppResponse 9.5 provides complete visibility of SteelHead™ optimized networks to help you prioritize where to address any web application performance issues and verify the benefits of deploying SteelHead acceleration in your network.*

### Visibility of Optimized SaaS Applications such as Salesforce

AppResponse 9.5 polls branch office SteelHead 9.0 appliances for web transaction analysis (WTA) metrics that provide business-critical dashboard reports. You can view the performance of your Salesforce application hosted from the cloud in reports such as the one shown in **Figure 1** to answer the following questions:

- How many users per site are using this app (helps to find application adoption)?
- What is the device OS that is accessing the application (Windows, Mac)?
- What are the browser types and versions?
- Who are the top users?
- What are the slowest pages?
- What's the average user experience in terms of page load time?
- What bottlenecks occur at quarter end, times of day, or when a number of users access Salesforce from multiple locations?

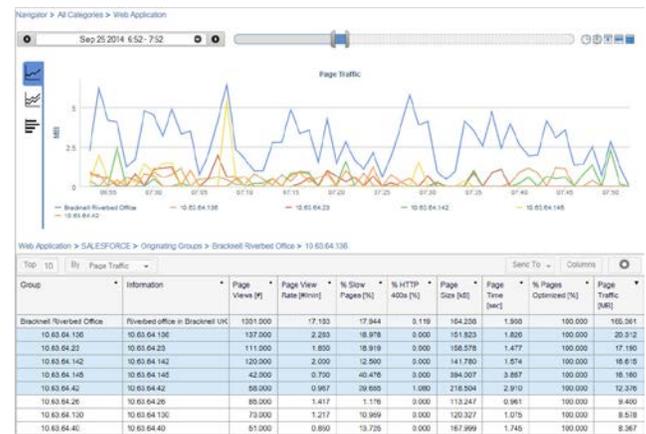


Figure 1—Salesforce Page Traffic

### Benefits

Using AppResponse 9.5 and SteelHead 9.0, you can:

- Monitor and troubleshoot the performance of SteelHead-optimized SaaS applications such as Salesforce.com
- Quickly identify web apps, pages, objects, sites, and users with slow response times
- Break down HTTP response times into network vs. application delays for specific pages, objects, and applications

You can also:

- Quantify end-user experience of SteelHead-optimized web applications at branch offices
- Compare optimized branch office web application response time to each other and to non-optimized branch office web application response times
- Compare end-user experience in non-optimized branch offices to optimized ones

## Cloud Deployment

For cloud deployments, Riverbed has an agreement with Akamai for SteelHead SaaS to optimize Salesforce traffic from a hosted cloud near Salesforce across a WAN to branch SteelHeads, as shown in **Figure 2**. To monitor and analyze SaaS applications such as Salesforce, you need the following:

- SteelHead CX or EX in the branch office
- SteelHead CX for IaaS clouds or SteelHead SaaS near the SaaS application server in the cloud
- An AppResponse 9.5 appliance that can connect to the branch office SteelHead, usually located in the data center

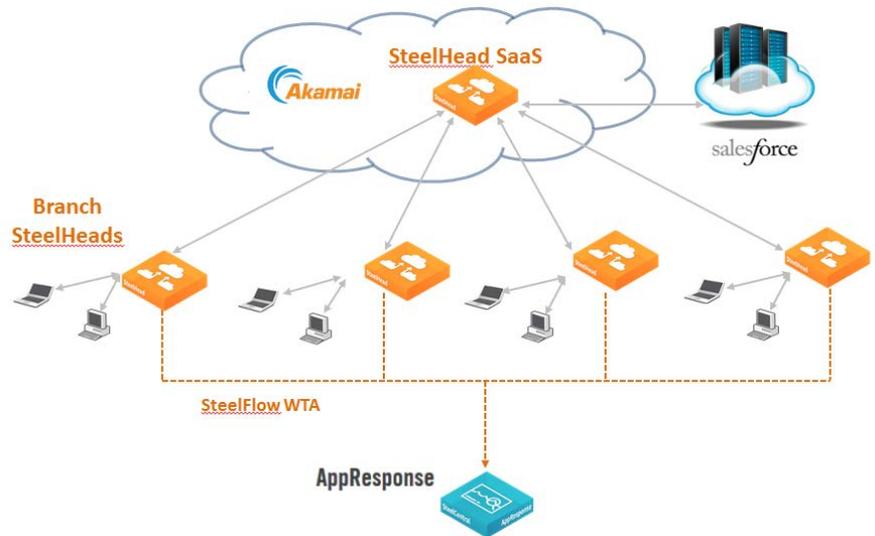


Figure 2—Cloud Deployment

## Riverbed Application Performance Platform™

The Riverbed Application Performance Platform is a set of integrated software solutions that give companies the flexibility to host applications and data in the locations that best serve the business while ensuring the flawless delivery of those apps to better leverage global resources, radically reduce the cost of running their business, and maximize employee productivity.

SteelCentral AppResponse is part of this complete application performance platform that scales with your environment—from *development through production*—to provide monitoring, diagnosing, and the ability to fix any application delivery challenges you have.

Fast, reliable applications for your end users enhances business performance and gives you a quick return on your investment using Riverbed performance engineering and monitoring solutions.

## About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the leader in Application Performance Infrastructure, delivering the most complete platform for Location-Independent Computing. Location-Independent Computing turns location and distance into a competitive advantage by allowing IT to have the flexibility to host applications and data in the most optimal locations while ensuring applications perform as expected, data is always available when needed, and performance issues are detected and fixed before end users notice. Riverbed's 25,000+ customers include 97% of both the Fortune 100 and the Forbes Global 100. Learn more at [www.riverbed.com](http://www.riverbed.com).

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