
SteelCentral Aternity Deployment Considerations

This paper covers a variety of important SteelCentral Aternity deployment topics for customers to discuss with their Riverbed team, in order to maximize the value of their investment in Aternity End User Experience Monitoring.

Key topics covered in this paper include:

- The benefits of cloud deployment
- Cloud deployment availability and monitoring
- Security and compliance
- Enterprise-wide deployment

The Benefits of Cloud Deployment

Although some customers require on-premise deployment due to privacy or specialized security considerations, for most customers, cloud deployment provides a variety of benefits.

These include:

Lower operational expense: Riverbed's operations team will manage, upgrade, patch, and monitor the Aternity environment for you, so you don't need to

devote your own resources. Our operations team are the top experts in Aternity deployments and are overseeing the operations for many large customers.

Frequent updates and new features: With a cloud deployment, you'll get monthly updates of new features, well in advance of when they become available for the on-premise version.

High availability: The cloud deployment is built for scale and disaster recovery leveraging real-time, distributed backups, with no additional investment required on your part.

Cloud Deployment Availability and Monitoring

Our team of engineers actively monitors system and network activity on our cloud platform on a 24 x 7 basis, to deliver the levels of service our customers expect.

Data Centers: The Aternity cloud platform is hosted by Amazon Web Services (AWS) in their North America and Frankfurt, Germany data centers. AWS compliance certifications include SOC3, PCI, and HIPAA. More information on AWS Cloud Compliance can be found [here](#).

Monitoring: Riverbed's dedicated operations team proactively monitors our cloud platform 24 x 7, with a

track record of attaining 99.99% uptime. We leverage the robust features of AWS to ensure high availability.

Backups: The Database is fully backed up, leveraging AWS S3's secure and durable storage, located on different sites for disaster recovery needs. Tests are performed regularly for recovery procedures to ensure minimum downtime.

we support a Privacy Mode in which user names and hostnames are masked to comply with privacy considerations of European countries.

Security and Compliance

Riverbed engages outside organizations to validate that our SteelCentral security practices meet the most stringent expectations. We use services from [Rapid7](#), one of the foremost authorities in the field, for software security auditing and penetration testing. [Wolf & Company](#), a top regional accounting firm, has certified Aternity's operations as compliant with [SOC2](#) and [HIPAA Security Rules](#), and conducts on-going regulatory compliance audits.

Audits and Certifications: Aternity's SOC 2 compliance assures our customers that we are taking the appropriate steps to protect our systems and our customers' data. In addition, Aternity has designed its control environment to satisfy the requirements of the Security Rule of the Health Information Insurance Portability and Accountability Act (HIPAA).

Data Access: Aternity employee access to the cloud platform is limited to a necessary set of users applying the principle of least privilege. Customer data is never shared with third parties and all data access is logged and audited.

Data Transmission and Encryption: Aternity Agents and SDKs communicate only over HTTPS and all Database disk volumes are encrypted. By default, proper configuration results in no collection of sensitive customer metrics, such as PCI or PHI data. Even if customer data were unintentionally collected, Aternity's HIPAA-compliant operations prevent the data collection from constituting a breach of confidentiality. In addition,

Enterprise-wide Deployment

In today's converged environments, IT needs to ensure the quality of the workforce experience for the full portfolio of enterprise applications, delivered on any device — physical, virtual, or mobile. Aternity empowers IT to achieve this goal by correlating end user experience with application performance and the underlying device and network metrics.

The sheer range of variation in each of these domains — end users, devices, and applications — requires enterprise-wide instrumentation in order to effectively address critical use cases. Sampling fails to capture the permutations in these areas for even a modestly-sized organization.

The more complete the monitoring coverage throughout the enterprise, the more value Aternity delivers to both IT and the business.

Enterprise-wide deployment enhances IT use cases

Use Case	Benefit of Wide Distribution	Customer Proof Points
Analyze the probable cause of chronic issues	Faster incident resolution by comparing a wider range of variables between users who are impacted and those who are not	A financial services company identified that Customer Searches took 3 times as long on devices with <2GB RAM, which represent 68% of the company's 22,000 devices. Resolution will save \$3M in lost productivity
Prioritize response to the most important issues and users	Immediate & accurate incident impact assessment when the full enterprise workforce is monitored	A regional healthcare provider isolated slow ICA response of their Allscripts app to carrier network latency, impacting 3 locations. When corrected, response time improved by 30%
Troubleshoot individual user complaints	Automated user experience monitoring eliminates manual problem investigation for users not in the system	The Level 1 Service Desk team of a €53B consumer products company eliminated 17% of Service Desk trouble tickets (1000 per month) by proactively identifying & resolving potential device problems

Enterprise-wide distribution improves business use cases

Use Case	Benefit of Wide Distribution	Customer Proof Points
Analyze differences in the impact of IT on workforce productivity across the enterprise	More complete analysis of a wider range of variables impacting the workforce end user experience	A \$25B global pharmaceutical company improved ERP app performance by 36% by optimizing their desktop configuration from 28 different variations
Prove the effectiveness of strategic IT initiatives	More thorough validation of factors driving end user experience provides increased assurance of migration benefits	A \$34B US chemical company verified no degradation in compliance to SLA thresholds after migrating SAP, Outlook, and Geology & Geophysics apps from physical desktops to hosted VDI
Ensure IT enables the workforce to serve customers efficiently	Proactive monitoring of the entire customer-facing workforce ensures SLA compliance	A multi-national telecommunications company improved the Siebel CRM "submit order" business activity 83%, from 30 seconds to 5 seconds

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 28,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100.

Learn more at riverbed.com

The Riverbed logo consists of the word "riverbed" in a lowercase, sans-serif font. The letters are a vibrant orange color. The 'i' in "river" has a small dot above it.

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