
Riverbed Portal

A centralized, dynamic view
of application performance
customizable to a variety of audiences

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® 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

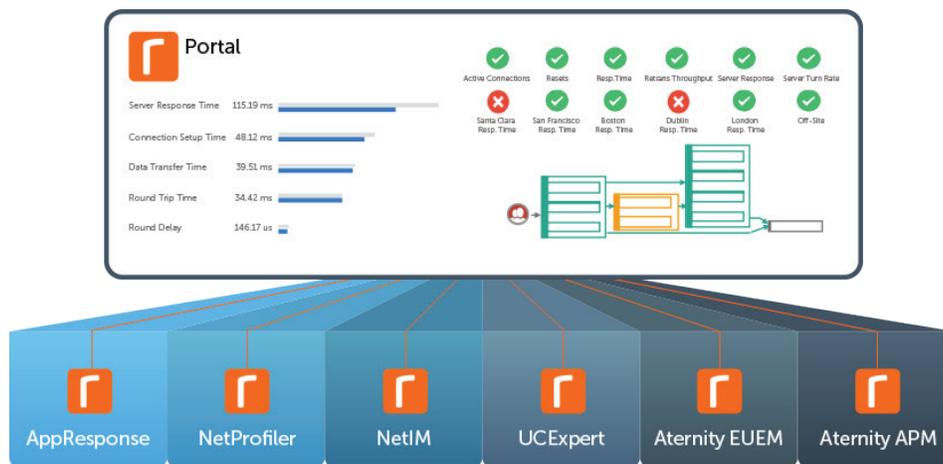
of truth for application performance, keeping key resources focused on strategic projects—accelerating troubleshooting, and providing meaningful data for stakeholders throughout the enterprise.

The solution builds on Riverbed's strong legacy of providing end-to-end visibility across the network and application, from server to end-user. Riverbed 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 Riverbed AppResponse, NetProfiler, NetIM, UCExpert, and Aternity EUEM and APM solutions, only Riverbed creates a dynamic map of application performance. Different teams are able to get a

complete picture of the network and application environment. Instead of wasting valuable time and resources assessing blame, you can rapidly diagnose and fix service issues before end users notice.

Riverbed 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

Riverbed Portal is the only IT performance management solution that can display deep user experience, application, network, and infrastructure 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 Riverbed® SteelHead™).

Significantly reduce time for set up and reporting

Riverbed 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

Riverbed 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, Riverbed 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 Riverbed 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.

Key Features

Active home page

Riverbed 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

Riverbed 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

Riverbed 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

Riverbed 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

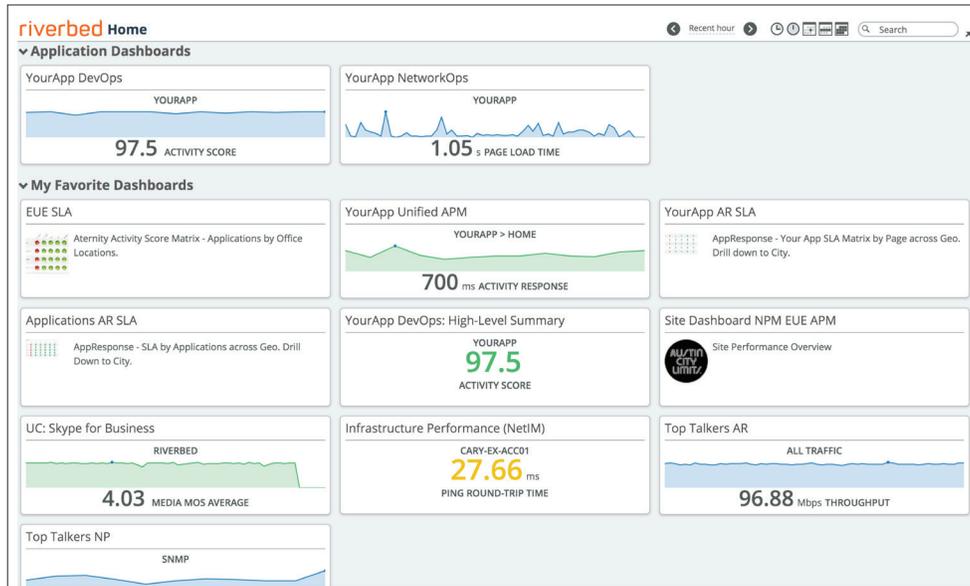
Riverbed Portal enables users to view the network path that an application segment traverses. This provides a unique view of the network infrastructure in addition to network performance, end-user experience, and application performance monitoring views, helping them to troubleshoot application problems 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

Riverbed 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 Riverbed 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 unified solution that blends 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 application performance.

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

About Riverbed

Riverbed enables organizations to maximize performance and visibility for networks and applications, so they can overcome complexity and fully capitalize on their digital and cloud investments. The Riverbed Network and Application Performance Platform enables organizations to visualize, optimize, remediate and accelerate the performance of any network for any application. The platform addresses performance and visibility holistically with best-in-class WAN optimization, network performance management (NPM), application acceleration (including Office 365, SaaS, client and cloud acceleration), and enterprise-grade SD-WAN. Riverbed's 30,000+ customers include 99% of the *Fortune* 100. Learn more at riverbed.com.

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