

**NOTICE:
New Product Names**

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

Old Names	New Names
Steelhead	SteelHead™
RPM, OPNET, Cascade	SteelCentral™
Stingray	SteelApp™
Granite	SteelFusion™
Flyscript	SteelScript™
Whitewater	SteelStore™

IN BRIEF

Industry

» Manufacturing

Solution

» AppResponse Xpert

» AppTransaction Xpert

Emerson Climate Technologies

Emerson Climate Technologies Utilizes AppResponse Xpert and AppTransaction Xpert Complete Insight into the Network

Emerson Climate Technologies is the world's leading provider of heating, air conditioning, and refrigeration solutions for residential, industrial and commercial applications. It is a business segment of Emerson, a diversified global manufacturing and technology company ranked 111 in the Fortune 500. Emerson Climate Technologies' innovative solutions improve human comfort, safeguard food, and protect the environment.

Challenge

The IT organization at Emerson Climate Technologies is responsible for maintaining hundreds of servers and dozens of critical applications. Currently, the IT team is managing the implementation of Oracle applications at plants around the world in a project to replace legacy mainframe systems. Ensuring good application performance and providing a positive user experience is critical during the deployment of these business-critical applications.

Solution

Emerson Climate Technologies uses solutions from OPNET (acquired by Riverbed Technology in 2012) to troubleshoot poor performing applications and determine the source of performance issues. The IT team can easily identify "bandwidth hogs" and other issues, and resolve them within minutes. Prior to implementing OPNET products, Emerson Climate Technologies had no way to easily identify what was causing degradation in network performance. With Riverbed® OPNET AppResponse Xpert® software, alerts are produced automatically and the IT team is notified when pre-defined SLAs for response time are violated. Then AppResponse Xpert seamlessly integrates with Riverbed® OPNET AppTransaction Xpert® software to enable the team to quickly isolate the problem transaction and troubleshoot the root-cause of the problem. AppTransaction Xpert embeds expert knowledge about

"Insight into the network, to see what's really going on, is the key to the solution. AppResponse Xpert enables me to respond quickly to slow performing applications before the end-user is affected, and AppTransaction Xpert provides insight into the root-cause so that my team can respond to issues within minutes. With AppResponse Xpert and AppTransaction Xpert, I know exactly what's going on in the network with just a few clicks of the mouse."

**Sammie Bush, Network Analyst
Emerson Climate Technologies**



network protocols and application behavior as seen from a network perspective, providing a comprehensive understanding of the end-to-end performance of networked applications. Its powerful, intuitive analysis environment enables application pre-deployment certification, validates planned changes, and accelerates troubleshooting performance problems in production applications.

Benefits

Emerson Climate Technologies has implemented six AppResponse Xpert instances throughout the data center, with the AppResponse Xpert appliance used to troubleshoot issues in remote locations. The AppResponse Xpert appliance was able to identify a large back-up running during normal work hours at a St. Louis plant and enabled the team to resolve the issue very quickly. Without the solution, it might have taken the team days to determine the cause of the problem using "old-fashioned" tools and techniques.

About Riverbed

Riverbed delivers performance for the globally connected enterprise. With Riverbed, enterprises can successfully and intelligently implement strategic initiatives such as virtualization, consolidation, cloud computing, and disaster recovery without fear of compromising performance. By giving enterprises the platform they need to understand, optimize and consolidate their IT, Riverbed helps enterprises to build a fast, fluid and dynamic IT architecture that aligns with the business needs of the organization. Additional information about Riverbed (NASDAQ: RVBD) is available at www.riverbed.com.



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