



## **NOTICE: New Product Names**

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

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

## Customer Snapshot: Guide One Insurance

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### Challenges

- Solved for the following challenges with Riverbed® OPNET AppInternals Xpert™ software:
    - Prolonged resolution time for application performance problems
    - Root cause identification for application problems
    - Finger-pointing among IT teams
    - Inadequate visibility into end-user experience
    - Inability to proactively detect performance problems
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### Use Case

- Is currently using other Riverbed Performance Management products with AppInternals for application performance management.
  - Currently using the following AppInternals features:
    - All transaction captures
    - Analytics and correlation
    - Cross-tier transacting tracing
  - Manages the following applications with AppInternals:
    - Database
    - Java
    - .Net
    - Web
  - Uses AppInternals for the following:
    - Testing and QA
    - Application operations/management
    - Handling unexpected change/scaling demands
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### Results

- Mean-time-to-resolution is 10 times faster since implementing AppInternals.
  - Experienced the following benefits with AppInternals:
    - Improved application performance
    - Reduced time spent in "war rooms"
    - Increased application user satisfaction
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### Testimonials

"In a world where today's IT deadline had to be met yesterday, AppInternals is the only way to go for rapid code or server problem resolution. One of the many wins for our organization was an external insurance agent website that was slow to load. After the problem couldn't be replicated in the development environment, we deployed AppInternals in production and identified the issue with only 2 days of data collection. Simply put, AppInternals points the finger at the problem instead of the 'other' team."

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Source: Adi Radoncic, IT Systems Administrator, GuideOne Insurance