riverbed

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™

Customer Snapshot: SLS

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

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
- Manages the following applications with AppInternals:
  - Database
  - .Net
  - Web
- Uses AppInternals for the following:
  - Testing and QA
  - Application operations/management
  - Application development
  - Handling unexpected change/scaling demands

Results

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

Testimonials

"Tremendous impact, excellent tool for troubleshooting as we knew we had issues with our applications, just had no visibility to quickly identify the issues. With data driven applications, it's difficult to reproduce errors that our end users experience without knowing the exact exception and data parameters used. AppInternals has helped tremendously with identifying those gaps and making our software more fault tolerant, in addition, the alerting has allowed us to be proactive in monitoring application performance issues."

Source: Steve Kostiuk, Software Support Manager, SLS