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CASE STUDY

SVD Büromanagement GmbH

SVD Büromanagement improves visibility into applications, networks and systems transforming customer experience with Riverbed.

SVD Büromanagement GmbH (SVD) is a service provider to the national social insurance institutions in Austria. The company supplies outsourced back-office services to social insurance schemes such as SVA, BVA, SVB and VAEB. Services include construction, procurement, print services, facility management, cleaning services and information and communication technology.

30 locations provided with IT services

In Brief

Challenges

- Service quality was not measurable
- SVD was only able to offer customers basic Service Level Agreements (SLAs)
- Difficult to evaluate applications from the user's perspective

Solution

- Riverbed® AppResponse
- Riverbed® Portal
- Riverbed® Application Performance Monitoring (APM)

Benefits

- Faster troubleshooting due to high fidelity data
- Clear dashboard provisioning resulting in ongoing application improvement
- Evaluation of performance for end-users
- Preliminary testing of new applications

The Information and Communications Technology (ICT) division of SVD is responsible for providing all IT services at 30 locations, as well as operating two data centers. Each social insurance company has its own IT department responsible for application development.

With its existing IT monitoring systems, SVD has had little opportunity to evaluate the applications from approximately 4,500 connected users. The tools were able to monitor performance, but were unable to expose or diagnose root causes when problems occurred.

Full fidelity telemetry provides us with actionable insights

SVD worked with a local IT consultancy, Schoeller Network Control, to increase the transparency of the services delivered to its customers. SVD asked Schoeller to identify and implement a solution for monitoring its IT infrastructure and services. Schoeller proposed AppResponse from Riverbed®.

Schoeller led the implementation based on SVD's needs, migrating applications when required, without affecting the stability and transparency of the network performance.

"Prior to the installation of the solution, our SLAs were very basic. Now we are able to measure and diagnose service quality, which gives us greater control," explains Markus Tacho, Head of IT Operations, SVD Büromanagement GmbH. "We are currently revising our SLAs and increasing the quality parameters we offer our customers.

With AppResponse, part of Riverbed's Network Observability portfolio, we have greater visibility into applications, networks and systems and their impact on user experience. We are now able to identify issues swiftly and offer this capability to our customers' development teams."

"This innovative project was very demanding and required excellent communication between all parties. Thanks to the collaboration between Riverbed, Schoeller and SVD, the project was implemented quickly and with great success."

Markus Tacho,
Head of IT Operations, SVD Büromanagement GmbH

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For SVD, one of the key benefits of AppResponse was faster identification and resolution of network issues. The application developers at the social insurance agencies, are now able to see how their applications behave in live production environments. Previously, they simply relied on test environments which did not simulate real world conditions. Developers can now trace transactions across the web, application and database tiers to find inefficiencies and potential performance issues. "The developers are able to test their code and underlying systems for performance, to ensure that applications are built for real world conditions," Mr Tacho explains.

Riverbed AppResponse combines application, network and system performance, and their resulting impact on end-user experience. "We are delighted with AppResponse because it gives us a single viewpoint from which we have complete end-to-end visibility. We're able to monitor the application stack, network, systems and the user experience delivered in real-time."

Managers have role-based dashboards that focus on metrics they care about, for example, a list of applications with green or red performance status. It is then easy to identify whether an application, network, system or user device problem is the cause of any customer issues. From there it is easy to drill down to the root cause, diagnose the problem and hand off information to the team responsible for fixing the issue. Furthermore, Riverbed's Network Observability expertise has been a major benefit.

"When I attempt to isolate an error and gain more information, I am able to do this at our data center by drilling down to the individual data packages on the network layer," Mr Tacho explains.

The separation of data from the different social insurance companies was crucial in ensuring the system worked effectively. The Schoeller Network Control team ensured that policies were in place to separate data handling and transport for each of the social insurance schemes. "This innovative project was very demanding and required excellent communication between all parties. Thanks to the collaboration between Riverbed, Schoeller and SVD, the project was implemented quickly and with great success."

Information preparation streamlines search

Mr Tacho also likes the way the information is aggregated: "In addition to highlighting errors, the solution provides very detailed support in root cause isolation and diagnosis. For me, the ability to automatically create meaningful analysis from the collated information is a key benefit of AppResponse." There is a variety of information sources, one of which is network traffic metering data. SVD also uses Riverbed APM which makes it possible to see deep inside an application to detect and fix the root causes of performance problems. SVD uses agents on the application servers, allowing them to view the workflow within the application server and monitor how it interacts with the web server and the database. As SVD customers mainly use terminal servers, software agents are also used on these terminal servers to provide a user's perspective of the applications' experience.

According to Mr Tacho, the installation and planning of the application monitoring systems was a large and complex project, the success of which was primarily attributable to the excellent support from Schoeller Network Control and Riverbed. “For me, our partners’ strengths lay in successfully analyzing and taking control of problematic situations.”

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About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users’ experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed’s open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the *FORTUNE* 100 – we are empowering next-generation digital experiences. Learn more at riverbed.com.