

# Riverbed Portal

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A centralized, dynamic view of observability data customizable to a variety of audiences

## Business Challenge

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.

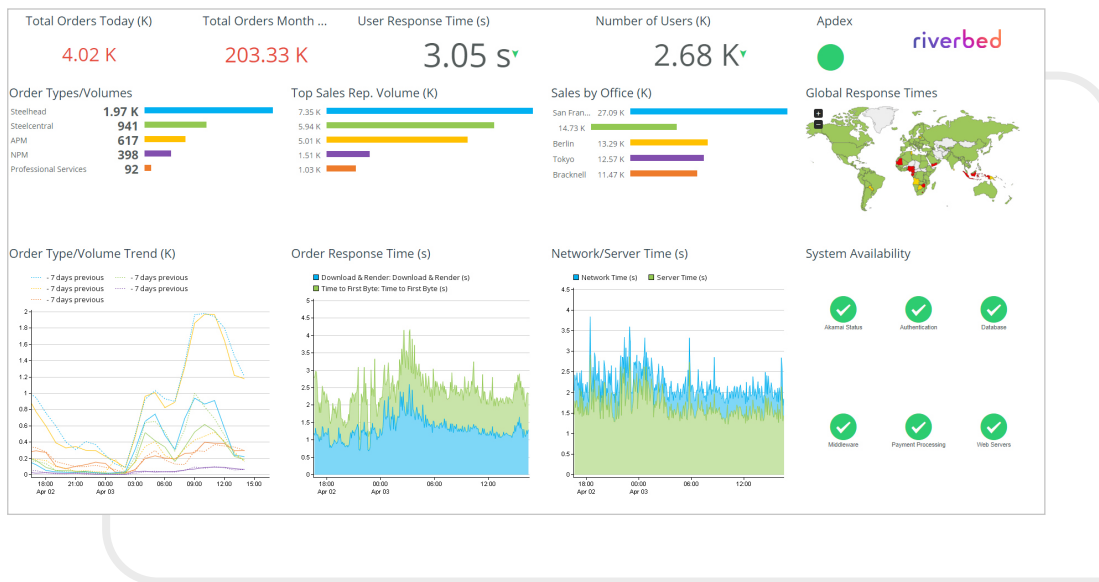
## The Riverbed Solution

Riverbed<sup>®</sup> Portal redefines how companies visualize, monitor, report, and troubleshoot poor user experience 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 observability data, 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 full-stack observability across the network networks, applications and user devices, from data center, edge to cloud. 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 application, network and end user experience data from industry leading tools including Riverbed AppResponse, NetProfiler, NetIM, Aternity EUEM EUEM, and Riverbed 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.



**Figure 1:** Riverbed Portal lets you bring together different types of network, application, and end user data for a holistic understanding of your IT environment.

# 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 user experiences 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
- 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.

### Riverbed Portal Home Page

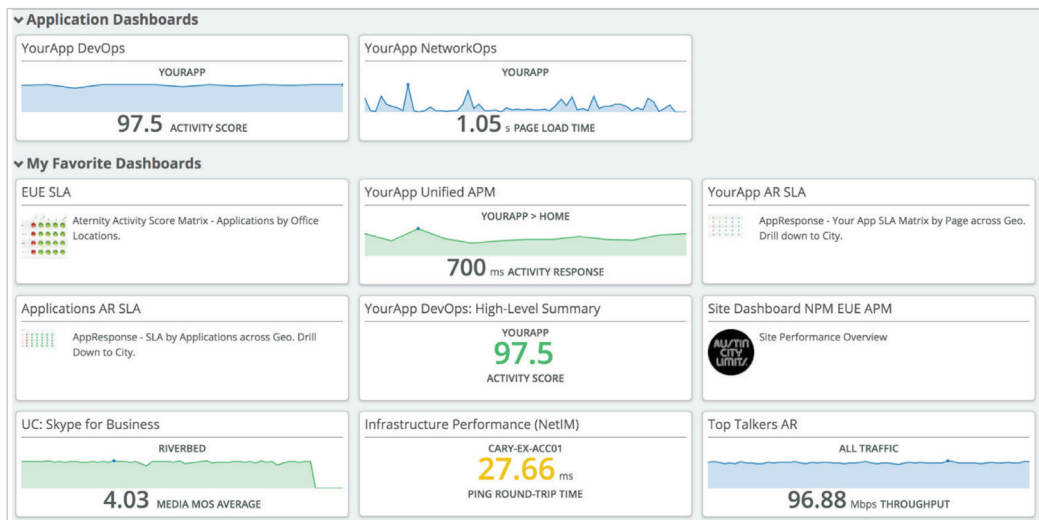


Figure 2: The Riverbed Portal home page provides an active summary of important performance information.

## 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 easily schedule and email reports 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 underlying data.

### Deployment options

Portal can be deployed on VMWare, Nutanix, AWS, and Azure Environments.

## Learn More

The Riverbed Observability platform is your command center for user experience. It is the only unified solution that blends end user experience, infrastructure, application, and network observability to give you a holistic view of performance. The solutions delivers a complete, modular and integrated monitoring of user experiences.

For more information about Riverbed Portal, visit [riverbed.com/Portal](https://riverbed.com/Portal).



### Riverbed – Empower the Experience

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](https://riverbed.com).