datacentrix showcase 2017
the reality of singularity

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TO STAND A CHANGE OF WINNING
A PRICE.

Monitoring your Digital Experience

Gordon Fairlie

July 2017

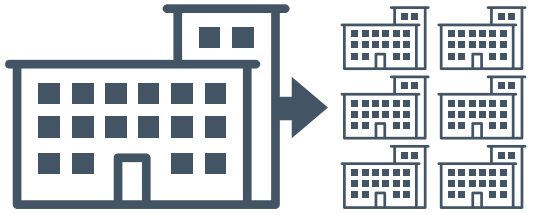
riverbed®

Digital Experience

Why is Monitoring Digital Experience Important?

Two-thirds of enterprises are investing into digital business today[1]

Digital Capabilities and IT were the top two CEO investments in 2016[1]



Percentage of enterprises creating advanced digital transformation initiatives will more than double by 2020[2]

Managing users' **digital experience** has become one of the most **critical business objectives** for most enterprises

[1]Gartner's 2016 CIO survey
[2]IDC prediction – http://www.forbes.com/sites/gilpress/2015/12/06/6-predictions-about-the-future-of-digital-transformation/#3464594225b4

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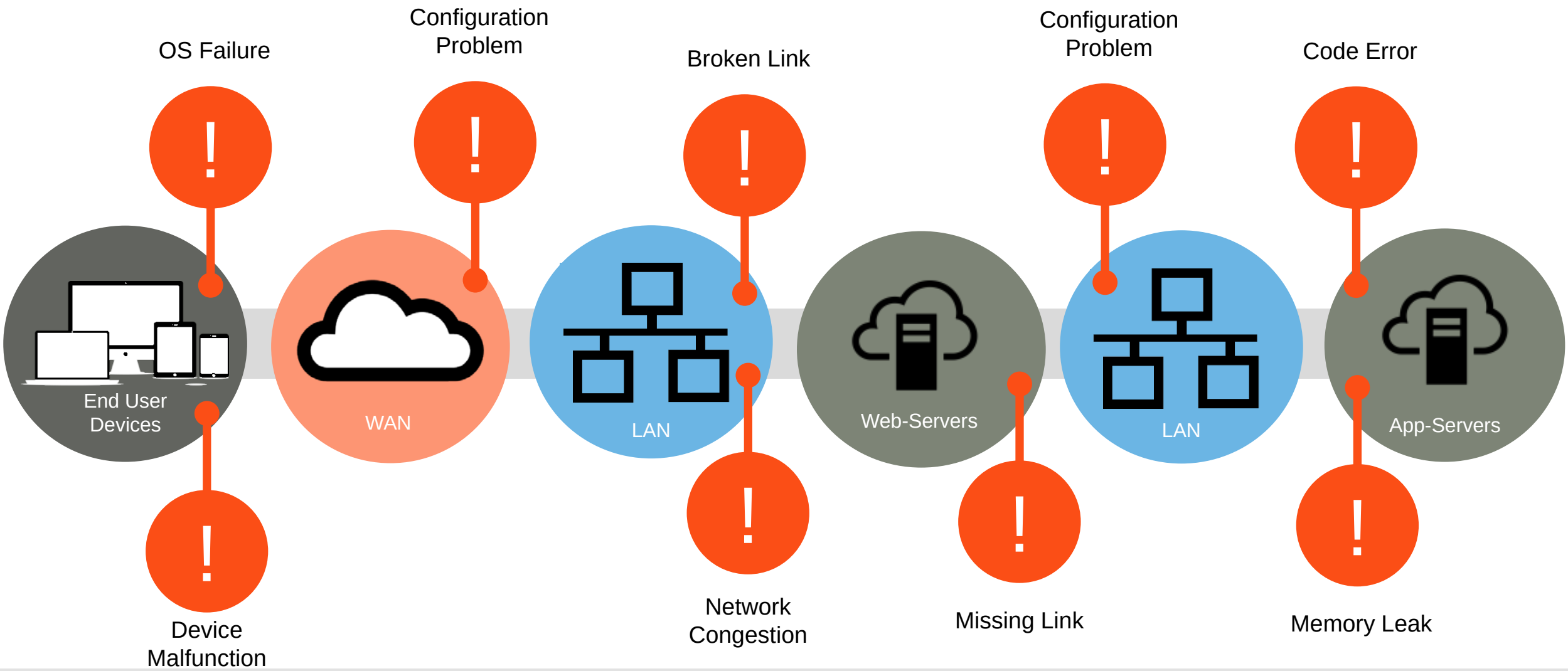
Many potential causes of poor Digital Experience



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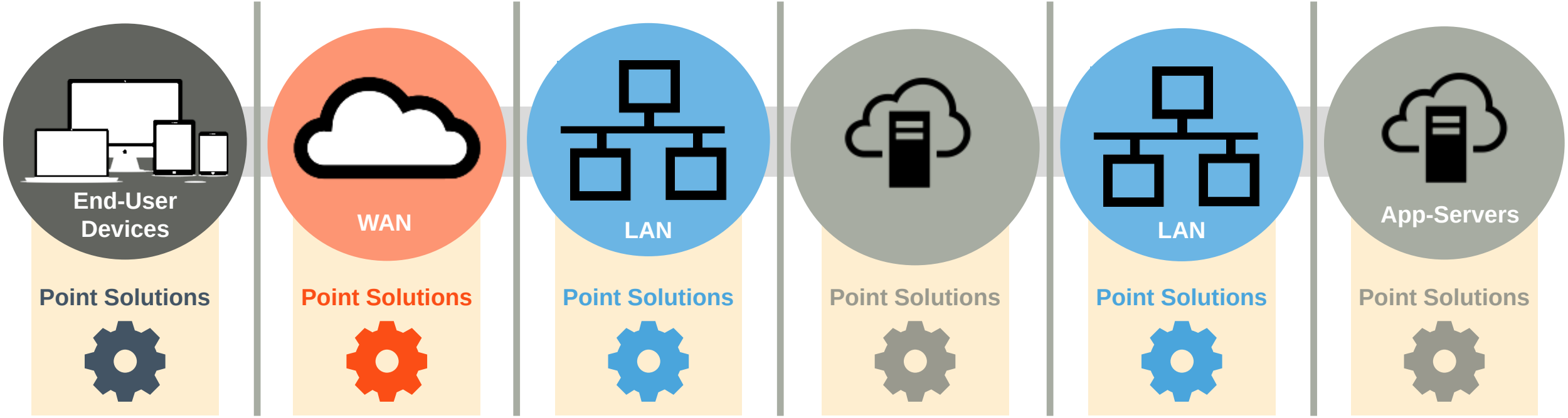
Multiple, disjointed tools complicate monitoring

Typical Enterprise has:

Network management tools[1] ▶ **4-15**

Typical Enterprise has:

IT infrastructure monitoring tools [2] ▶ **5+**



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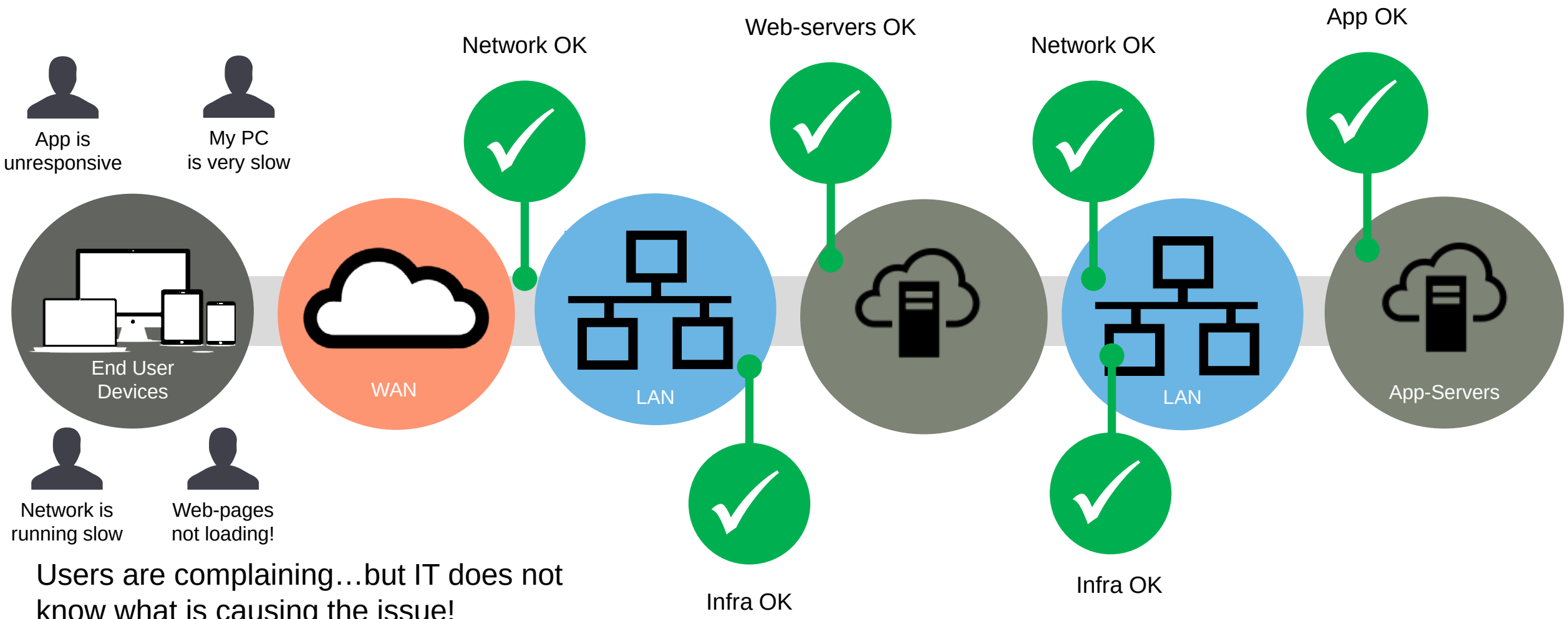
[1]EMA Network Megatrends, 2016

[2]Market Guide for IT Infrastructure Monitoring Tools," Gartner, 09 May 2016, ID: G00296324

Using Multiple, Disjointed Tools is Ineffective in Managing Digital Experience, and…



Users are complaining…but IT does not know what is causing the issue!

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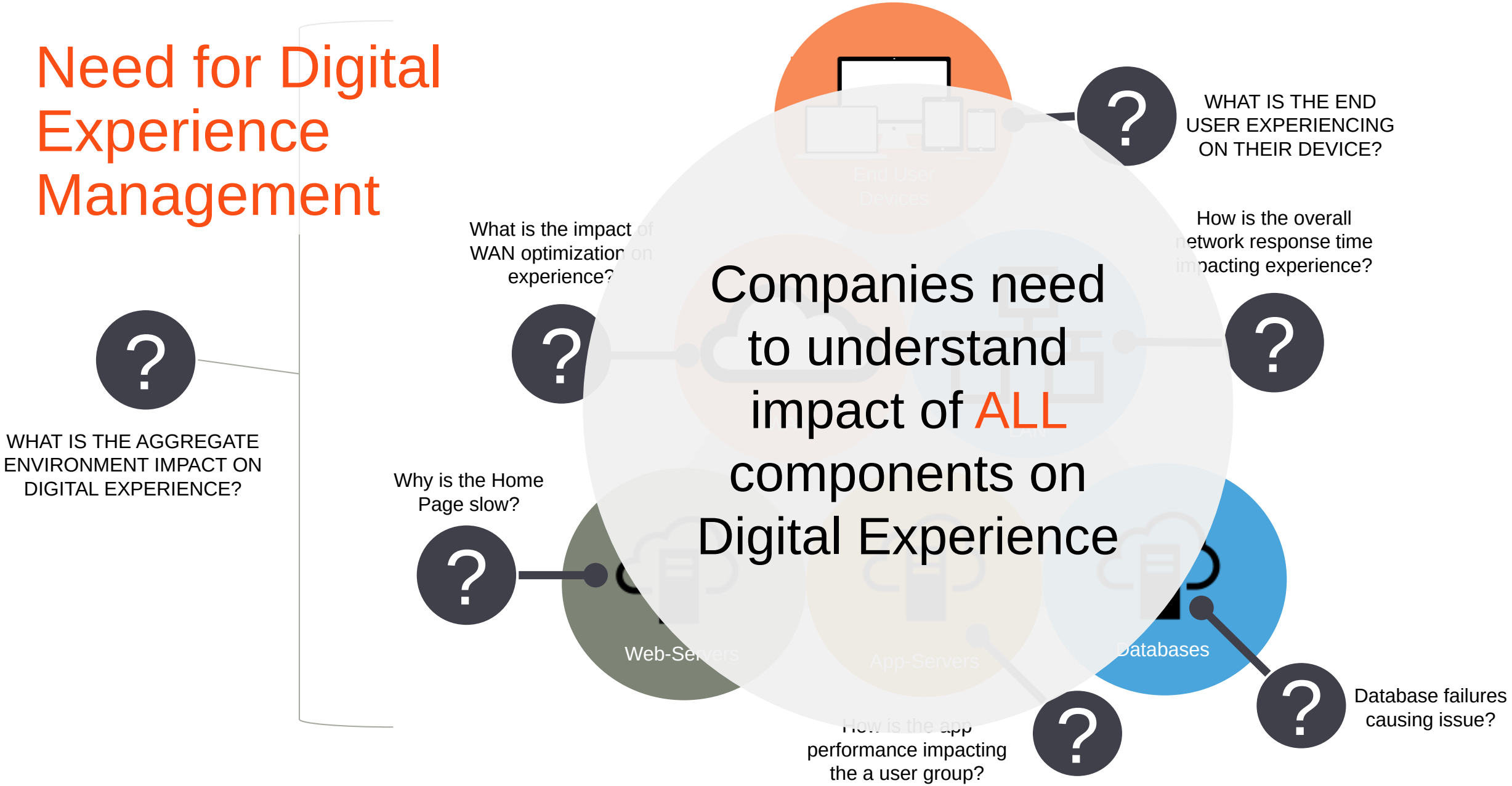
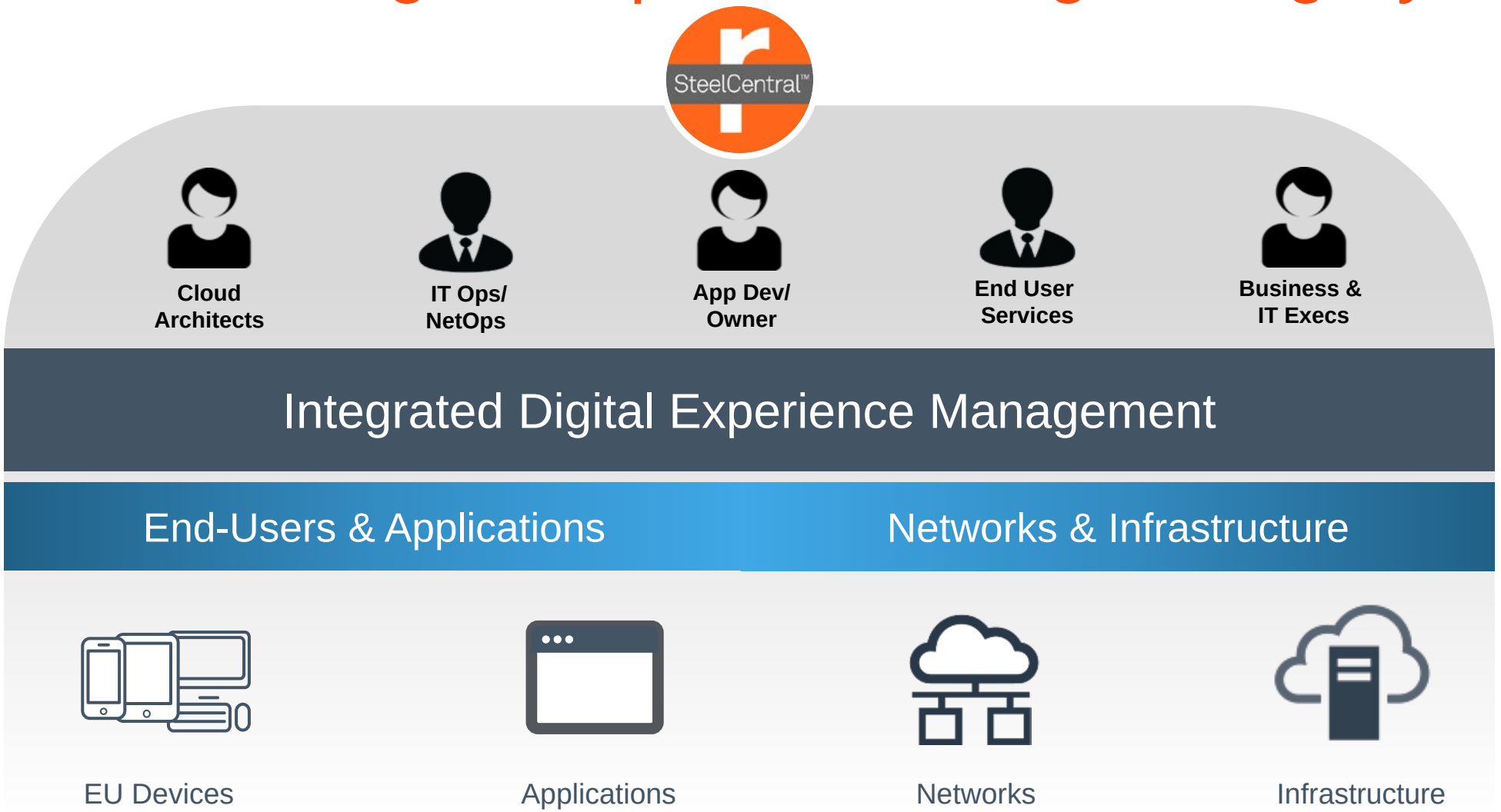
Need for Digital Experience Management



SteelCentral answers ALL these questions and more!

Our solutions

SteelCentral: Digital Experience Insight & Agility



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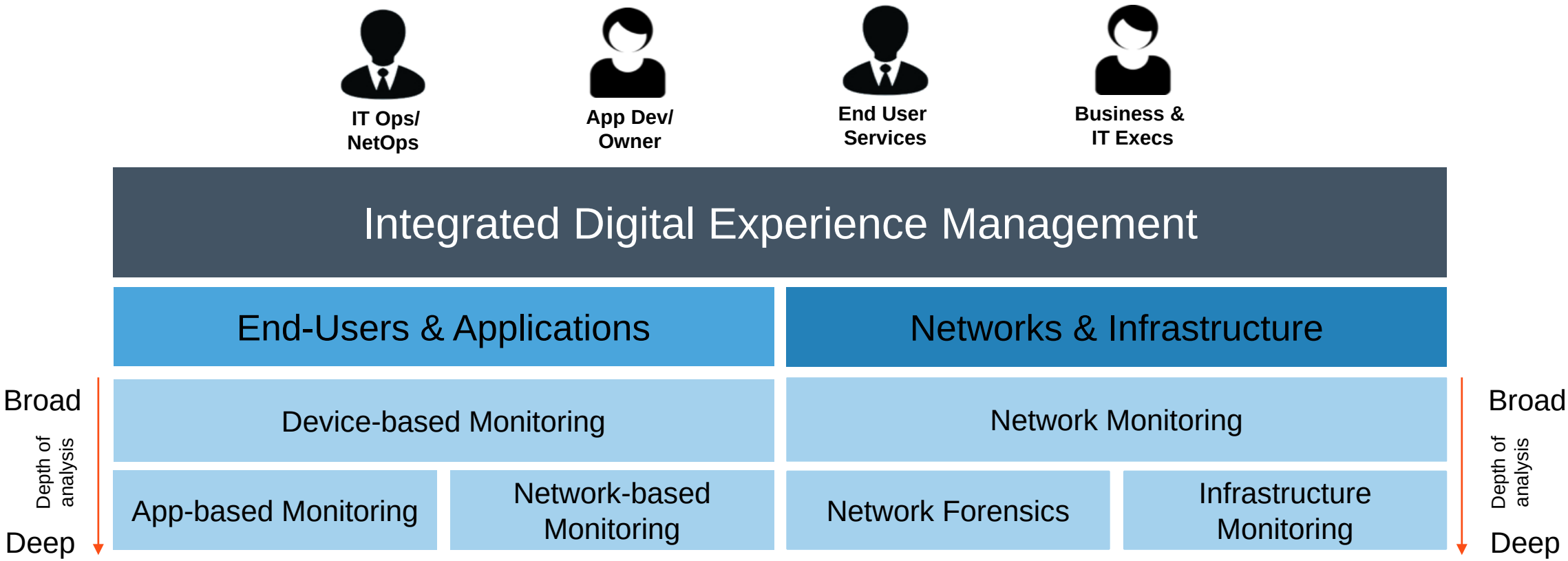
Core Solution: Integrated End User & App Monitoring



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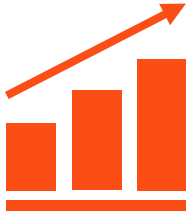
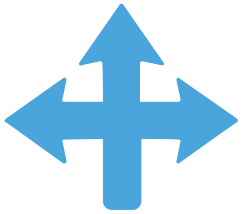
SteelCentral Differentiators



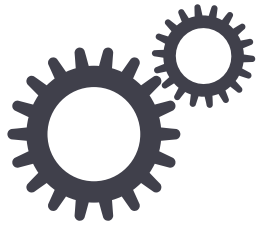
Business Relevant Insight

Business insight, not just data.



Breadth & Depth of Data

The most comprehensive and granular data set.



Integrated Insight

Fully integrated & custom insights for each stakeholder.

Acceleration & Optimization

Identify areas for performance improvement.

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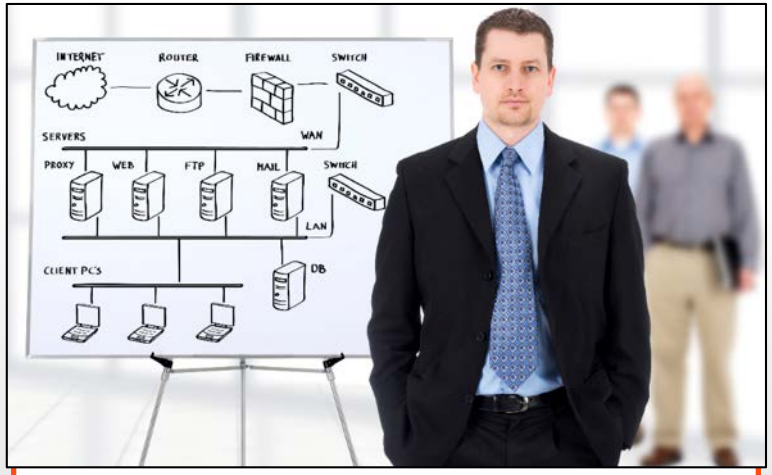
Summary

SteelCentral is leading the evolution of visibility

Fragmented

IT Component Level Monitoring



Consolidated

IT Domain Performance Visibility

Unified

DEM & Business Insight

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Thank You

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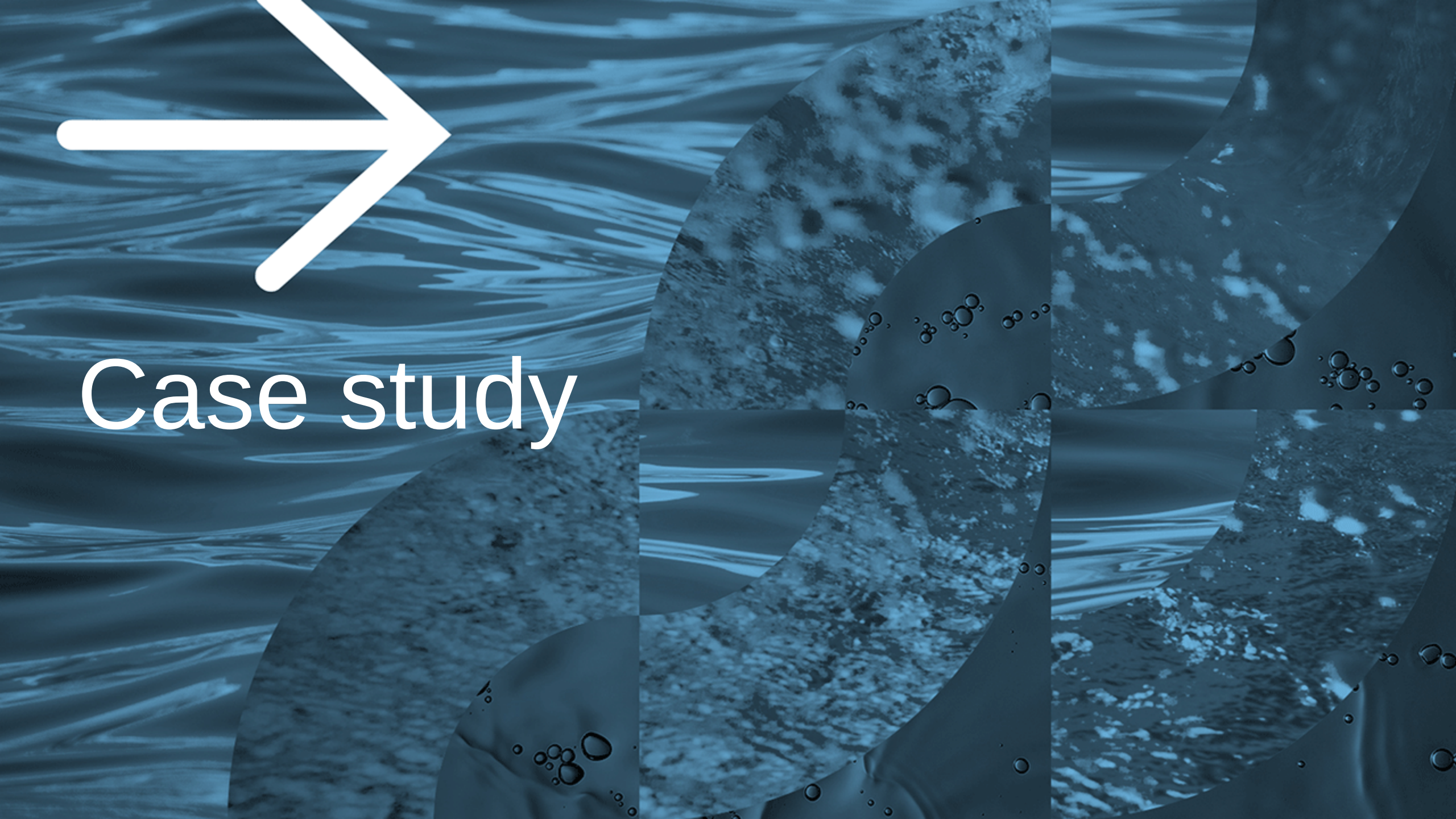
Case study

Mobile Insurance Provider

Challenges

- **Significant growth** over the past five years putting immense pressure on visibility & security
- Concerns about **securing user data**
- Engaged Riverbed to map and monitor its entire application and network environment
- Need to identify vulnerabilities and develop a framework of sustained user security moving forward

280

million customers,

And you still get the **personalized service** you deserve

asurion

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After Riverbed SteelCentral

- Gained **full** application & network **monitoring** capabilities across its entire global infrastructure
- Validated that **data is secured** throughout the network
- **Reduced** network configuration **errors** while identifying and eliminating security vulnerabilities
- Received a **best practice framework** to sustain application, network, and data security moving forward

…“we now have confidence that our global infrastructure is more secure, even as our architecture continues to increase in size and complexity”….

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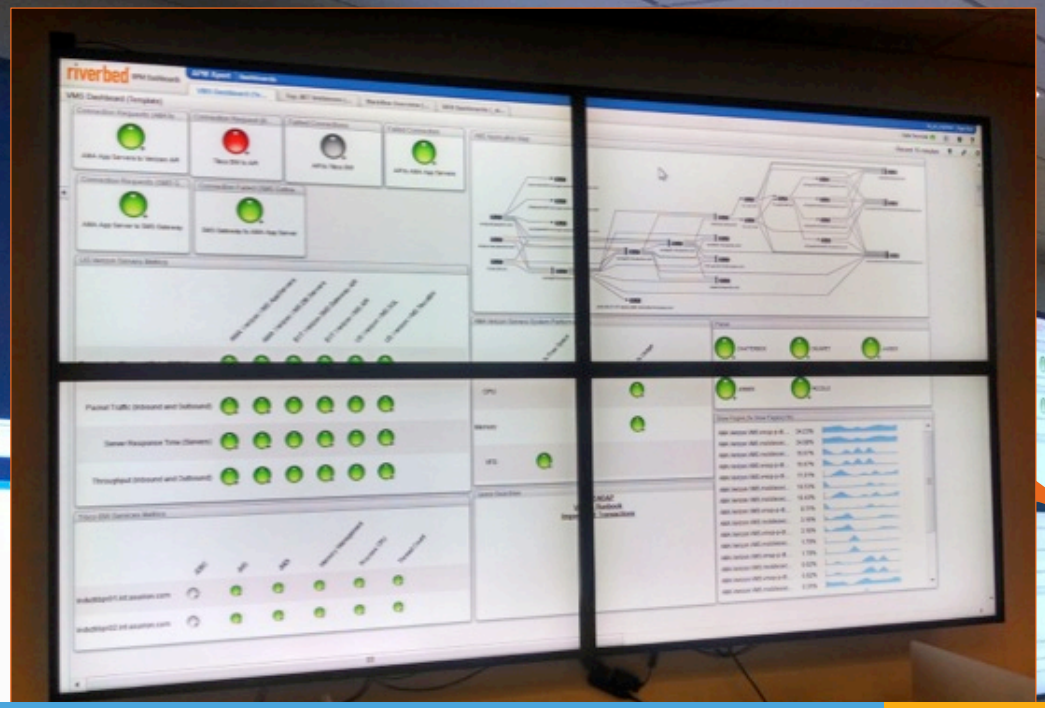
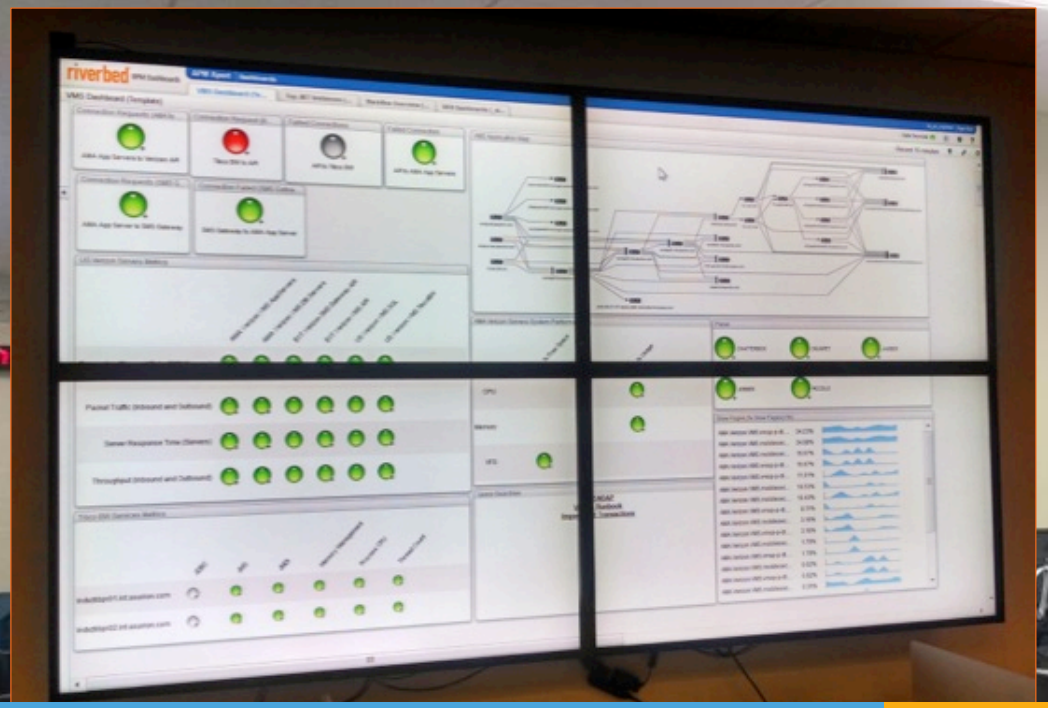


"Drastically reduced the amount of time required to pinpoint issues."

Command Centre Leveraging SteelCentral

asurion



“Network and Application problems are now identified and resolved in minutes”

asurion

What Customers are Saying …

Riverbed SteelCentral has been the tool set we rely on in development projects. It has found tons of issues and therefore resolved before they become real issues in production systems.

Government
Infrastructure and Operations
5,000 – 50,000 Employees

Riverbed's suite or products have proven very valuable to our business providing a huge ROI shortly after implementation. The APM suite allows us to quickly identify problems within code and address quickly.

Finance
Infrastructure and Operations
5,000 – 50,000 Employees

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