

# SteelCentral Aternity Mobile Application Performance Management

Ensure an excellent user experience for mobile apps used by your customers and your workforce

## The Business Challenge

As your organization rolls out mobile apps for use by customers and the workforce, you must ensure those apps earn a five-star rating. Mobile APM capabilities like crash analytics, app error reporting, service performance metrics, and data consumption tracking are just the start.

To prioritize response to an incident affecting a workforce app like ERP, CRM, or EHR, IT Ops needs to understand the business impact, the functional organization and business locations of impacted users, and whether desktop users are impacted.

To determine the impact of mobile on workforce productivity, business executives need capabilities beyond crash analysis, stack trace, breadcrumbs, handled exceptions, and transactions on the back end. They need additional business metrics and analysis, such as the length of time to fill out a claim form, or the number of orders processed or not completed, by employees in a remote branch office.

## The Riverbed Solution

SteelCentral Aternity provides complete visibility into important aspects of the enterprise end user—their identity, role and business function, the full range of apps and devices they use, and the business activities for which they are responsible. With this capability, SteelCentral Aternity addresses a full range of mobile APM use cases for developers of both consumer and workforce mobile apps, IT Ops who support them, and the business executives who rely on them to grow and transform their markets.



## End User Experience Monitoring Complements EMM

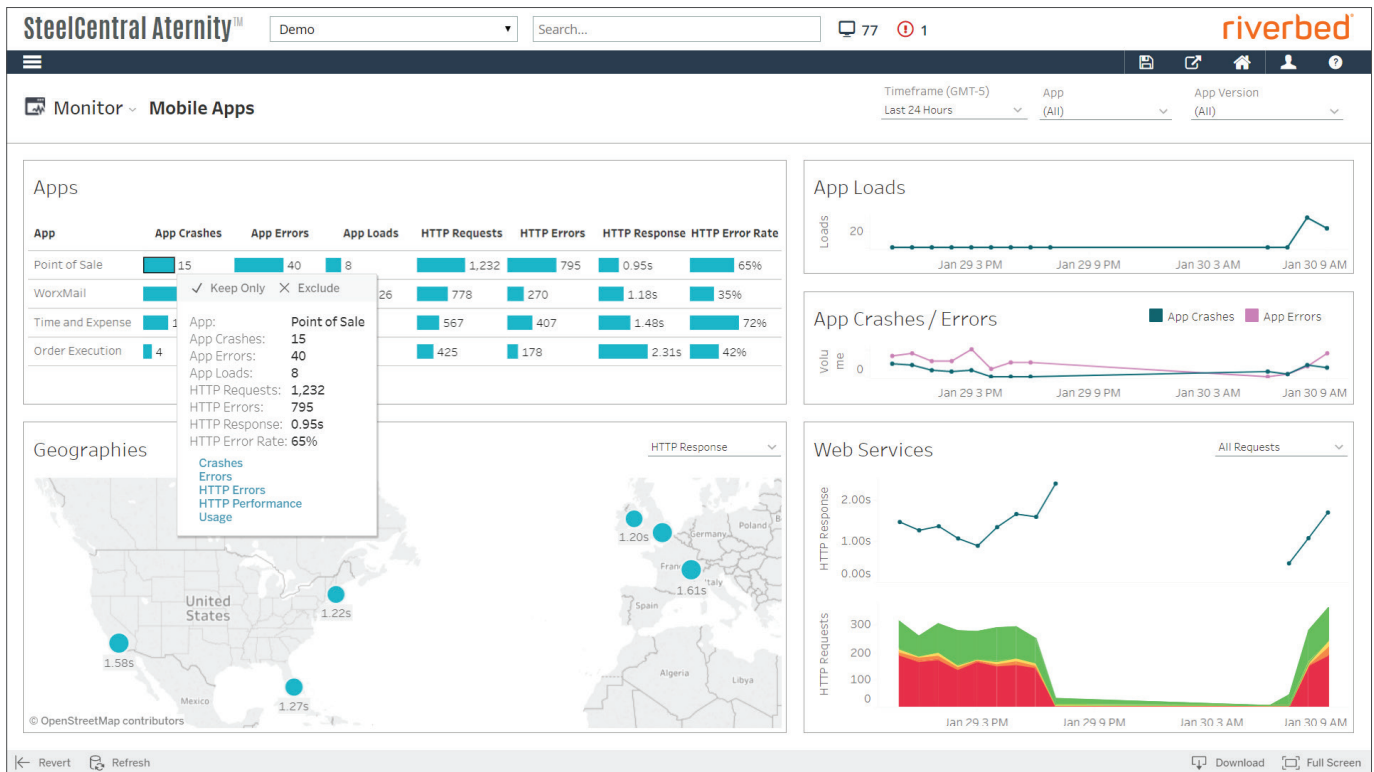
Executing a corporate mobile strategy to drive gains in customer satisfaction and workforce productivity requires more than establishing a BYOD policy, rolling out apps on the app store, and investing in an Enterprise Mobility Management (EMM) solution.

Whether you develop your apps in-house or use a third party, you need end user experience analytics to guarantee a quality mobile user experience to increase customer satisfaction, revenue, and workforce productivity. With SteelCentral Aternity, you instrument your apps using a mobile SDK or a wrapper, similar to those provided by EMM vendors for management and security.

## Monitor, Analyze, Prioritize, and Optimize

With SteelCentral Aternity Mobile APM, developers can monitor apps in real-time to get visibility into the app's performance, its interaction with the network and the device, and the impact of performance on end user experience.

- Isolate problems to the code or the network, and analyze them with code-level stack trace to speed resolution
- Analyze the performance of the app across device and OS versions, geographies, and carriers to identify trends
- Track usage, crashes, errors, HTTP performance and volume relative to thresholds and geography



Troubleshoot app problems by monitoring any consumer or workforce mobile app in the portfolio, assessing performance by geographic location, and drilling down to analyze key metrics.

# Guarantee Optimal Service Delivery of Enterprise Mobile Apps

SteelCentral Aternity empowers IT Ops to ensure quality of service for the full mobile app portfolio.

- Proactively detect and analyze mobile app incidents by severity, impacted users, and business locations, to prioritize response
- Monitor the interactions between the app and the network, including error rates and response times for HTTP requests, to quickly resolve problems
- Compare the performance of mobile apps across geographies, carriers, devices, and OS versions to optimize performance

The screenshot displays the SteelCentral Aternity NOC dashboard. The top navigation bar includes the SteelCentral Aternity logo, a 'Demo' dropdown, a search bar, and user information (74 users, 1 incident). The 'riverbed' logo is in the top right. The main content area is divided into several sections:

- Applications:** A table showing performance metrics for various applications across three time periods: Now, Last Hour, and Today. Each cell contains a colored dot (grey, yellow, or green) and a numerical value.
- Business Locations:** A table showing performance metrics for different locations across the same three time periods, with colored dots and numerical values.
- Remote Display Latency:** A table showing latency values in milliseconds for different services (PCoIP, ICA) across the three time periods, with colored dots and numerical values.
- Open Incidents:** A section showing a list of open incidents, with a bar chart indicating the number of incidents for each application. The first entry is 'Order Execution' with a 'Map view' button and a bar representing 2/2 incidents.

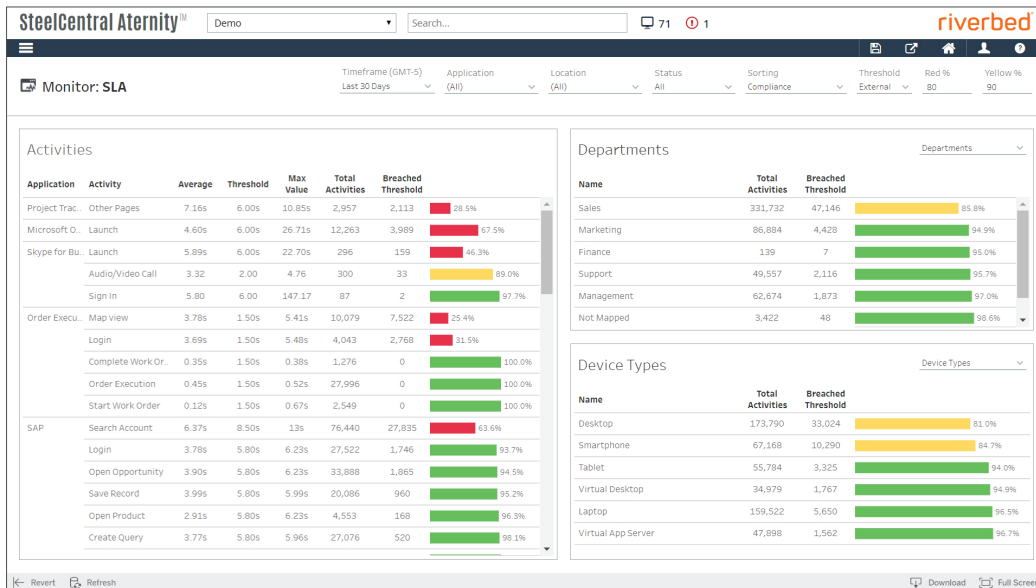
At the bottom of the dashboard, there are 'Revert' and 'Refresh' buttons on the left, and a 'Download' button on the right.

Prioritize problem resolution to where the impact is greatest, by monitoring the recent performance of any app, understanding the severity and impact of app problems by location, department, or region, and drilling down to troubleshoot the most urgent issues.

# Measure, Manage, and Improve Mobile Workforce Productivity

SteelCentral Aternity enables business executives to determine the effectiveness of their mobile strategy on improving workforce productivity.

- Evaluate mobile adoption progress by tracking mobile app usage by department and geography
- Validate expected gains in productivity by comparing business activities over time, and on mobile vs. wired devices
- Prove the reliability of migrating business processes to mobile by analyzing SLA compliance for key business activities



Set SLAs that meet customer expectations for key business activities executed in every app in the portfolio, then compare each instance of every user's execution of these activities to the SLA in order to improve customer satisfaction.

## Get Started Today

SteelCentral Aternity ensures the reliability of any business-critical application, running on mobile, virtual, and physical devices. SteelCentral Aternity can be deployed on premise or in the cloud, enabling customers to get up and running fast, with no major capital investment, hardware provisioning, or server deployment. Watch this short video: <https://www.riverbed.com/products/steelcentral/end-user-experience-monitoring/mobile-apm.html> to learn more about SteelCentral Aternity's Mobile APM solution. Get instant access to Aternity running in our cloud environment: [www.riverbed.com/try-aternity](http://www.riverbed.com/try-aternity).

## Related Products

### SteelCentral AppInternals

AppInternals traces every transaction from end user device or browser, to the application back-end, while capturing second-by-second system metrics in production environments. This gives you multiple perspectives into end user experience, demographics, and application performance, along with convenient workflows for root cause analysis and problem discovery.

## About Riverbed

Riverbed®, The Digital Performance Company™, enables organizations to maximize digital performance across every aspect of their business, allowing customers to rethink possible. At more than \$1 billion in annual revenue, Riverbed's 30,000+ customers include 98% of the *Fortune* 100 and 100% of the *Forbes* Global 100. Learn more at [riverbed.com](http://riverbed.com).

