

Rapidly diagnose issues to restore application performance

Users expect instant access and a consistent experience with their applications. But performance problems will inevitably disrupt application availability and functionality from time to time.

Mitigate the impact with the Application Performance Troubleshooting Service from Riverbed Professional Services. Combining industry-leading application performance management tools with time-tested troubleshooting methodologies, the service enables your team to quickly resolve performance issues so you can continue to deliver the superior applications users expect.

Key service benefits:

- Delivers a comprehensive assessment of application performance at the end-user, component, and code level
- Leverages best-in-class solutions and experienced consultants to quickly triage performance issues
- Reduces downtime, disruption, and costs tied to performance issues or outages
- Provides recommendations to enhance end-to-end application response time
- Ensures desired service level agreements are maintained
- Customized to support your unique infrastructure

Quickly get applications back up to speed with Application Performance Troubleshooting Services from Riverbed Professional Services (RPS). Using Riverbed's advanced network-based monitoring software and best practice methodologies, RPS quickly identifies the root cause of application performance issues and provides recommendations to resolve problems.

For network issues, RPS' unique methodology discovers performance problems caused by latency, insufficient bandwidth, protocol congestion, incorrect Transmission Control Protocol (TCP) window sizes, application inefficiencies, or chattiness, while also identifying server-processing delays.

On the server side, RPS can evaluate the end-user experience, perform code-level transaction tracing, and monitor deep application components. Leveraging a big data approach, this methodology provides valuable context for analyzing application performance and rapidly pinpointing the source of performance issues at the component and code level.

Multiple models to support your environment

To balance the urgency of resolving severe performance problems with supporting the intricacy of your application and network infrastructure, two different engagement models of the service are available.

App911 Response

When your needs are urgent, an App911 engagement deploys a Riverbed engineer within 24 hours of receiving a commitment to proceed. The engineer will diagnose the root cause of the performance problem for a single transaction within one production application and provide recommendations for corrective action—all for one fixed fee.

Custom Response

When your needs span multiple transactions or applications, RPS can create a customized time and materials troubleshooting engagement to resolve performance issues.

Service overview

Upon completing a pre-engagement consultation and confirming a start date, your assigned Riverbed consultant and delivery lead will perform five phases of activity.

Phase 1: analyze

- Document the application, transaction(s), and performance issues that will be investigated
- Understand any reproducibility or correlating factors related to the performance issues
- Review the application architecture, data flows, and network diagrams related to the application and the specific problematic transaction(s) or performance issues

Phase 2: design

- Develop instrumentation plan, which typically involves Riverbed® SteelCentral™ AppResponse and may include SteelCentral™ AppInternals and SteelCentral™ Transaction Analyzer
- Define schedule for instrumentation, possibly involving phased deployment as the troubleshooting analysis progresses

Phase 3: enable

- Instrument the application environment, including installation and configuration of the Riverbed solutions for capturing transaction performance data
- Set up processes for notification of issues, such as from end users or through logs

Phase 4: operate

- Baseline transaction performance for the application under study
- Analyze transaction traces for transactions meeting the failing performance criteria, beginning with high-level traces
- Layer additional tracing, including further back-end packet traces and system (SteelCentral AppInternals) traces
- Share initial results and solicit feedback from client to direct further investigation, including any intermediate recommendations
- Repeat the transaction analysis process as necessary, incorporating supplementary details through additional instrumentation, until root cause(s) has been identified or data sources have been exhausted

- Optional: analyze additional transactions following application or infrastructure changes to measure any behavioral improvement (not applicable to App911)

Phase 5: evolve

- Present overall findings to client's technical subject matter experts and management team
- Provide recommendations and next steps, which may include further testing or monitoring

Scope and pricing

Application Performance Troubleshooting Services can be performed on-site or remotely. The App911 engagement model is fixed-fee, includes specific restrictions on the scope of the troubleshooting, and does not incorporate any follow-on activities.

The customized time and materials engagement model can be provisioned to investigate multiple transactions across one or more applications. The custom engagement may also include follow-up activities to ensure performance issues are fixed. The number of project hours is largely contingent on the number of issues that are identified. The complexity of the application(s), infrastructure, and identified issues will also impact the required level of effort.

Quickly get underperforming applications back up to speed

For pricing information, please contact your Riverbed Professional Services sales representative or send your inquiry to proserve@riverbed.com.

Learn more about other Riverbed Professional Services by visiting www.riverbed.com/services-training.

Related services

- Application Performance Management Jumpstart
- Application Network Readiness
- Technical Resident

About Riverbed

Riverbed is the leader in Application Performance Infrastructure, delivering the most complete platform for Location-Independent Computing. Location-Independent Computing turns location and distance into a competitive advantage by allowing IT to have the flexibility to host applications and data in the most optimal locations while ensuring applications perform as expected, data is always available when needed, and performance issues are detected and fixed before end users notice. Riverbed's 24,000+ customers include 97% of the Fortune 100 and 95% of the Forbes Global 100. To learn more, go to www.riverbed.com.



2005, 2006, 2007, 2008, 2009, 2011

©2014 Riverbed Technology. All rights reserved. Riverbed and any Riverbed product or service name or logo used herein are trademarks of Riverbed Technology. All other trademarks used herein belong to their respective owners. The trademarks and logos displayed herein may not be used without the prior written consent of Riverbed Technology or their respective owners.