
Riverbed solutions for

SAP

Performance Assurance

SAP is the market leader in enterprise application software and provides a broad portfolio of applications that optimize and streamline critical business processes while enabling customers to be more agile and to seize new growth opportunities.

With SAP applications being used by more users in more locations, it is becoming critical to optimize the networks that provide access to SAP applications. Only Riverbed provides a solution that delivers the best network experience for remote end users, while optimizing network resources and providing real-time visibility into SAP application performance.

Challenge

With applications that span asset management, finance, human resources, manufacturing, marketing, sales, supply chain and many other important business functions, SAP has become a critical business application for many enterprises. Because these

businesses work on a global scale, their employees, partners, and customers can be distributed across hundreds of offices, mobile locations and may access resources hosted in private data centers and the cloud.

Understanding the end-to-end complexity is challenging, let alone troubleshooting and optimizing it for maximum business velocity. Constraints or problems can originate anywhere in the system. This includes the client, network or compute infrastructure, as well as the application framework or code. For example, network congestion or latency between a remote user and the application server can create delays, decrease end-user experience, and adversely impact productivity and business agility.

Application performance problems are typified by business impacting response time degradation, data transfer delays, communication errors, code runtime exceptions, insufficient capacity, inefficient resource utilization, poorly written custom code, etc. Very often, performance degradation is due to network conditions that are shared and cannot be controlled by the end user or specific application environment. In other cases, performance problems can be centered in the application components themselves due to configuration, compute resource or code-related issues. It's not unusual for performance degradation to be due to a combination of all of the above. As business invest in more digital processes the ability of IT to provide reliable and predictable performance will increase.

Solution

Riverbed offers a complete Application Performance Platform with best-of-breed capabilities across various IT functions to ensure maximum business productivity when using SAP. Riverbed allows IT to understand end-to-end performance, optimize key constraints and consistently control performance. This facilitates a closed-loop performance process focused on continuously improving business productivity, as well as reduction the mean time to repair (MTTR) when issues occur.

The unique end-to-end nature of Riverbed's Application Performance Platform reinforces a generative culture of teamwork, problem solving and tight collaboration.

The Riverbed solution is made up of the following core services.

Riverbed SteelCentral

Network and Infrastructure Visibility

Provides continuous network traffic data collection and analysis. Quickly understand application infrastructure performance. Provides insight into SAP application traffic patterns, bottlenecks and dependencies in the context of other applications.

End-User Experience Monitoring

Monitors real end-user experience to help you identify performance problems proactively. Understand trends and measure response times and user satisfaction by geography, browser or device.

The Riverbed SteelCentral components answer many questions on SAP performance, including:

- Who is impacted? What is the client platform (OS, device, browser, etc.)? Where are they located?
- What was the state of all the underlying components before, during and after a problem
- How are other applications performing at the

same location, on a common network path or on other shared infrastructure?

Riverbed SteelHead:

Application Traffic Performance Optimization

Processes site-to-site application traffic in order to improve performance and streamline network utilization. Optimizes network performance between end users, branch sites, hub sites, datacenters and cloud services. Assists in establishing a centralized real-time view of application performance conditions in remote locations.

Riverbed's Steelhead performance optimization provides the business with a suite of countermeasures to treat many common SAP network performance issues. Performance control capabilities of the Riverbed solution include:

- Reducing network delivery time to complete application data and transaction exchanges
- Delivery of application traffic via optimal network paths based on factors such as availability, priority and performance
- Streamlining application transport protocols to reduce chattiness and increase efficiency over long distances in order to overcome network latency and transaction delays
- Prioritization and reservation of bandwidth for critical application traffic over shared network links
- Maximizing network capacity by optimizing utilization of network transport and eliminating delivery of duplicate data
- Digital streams can be repackaged, consolidated and de-duplicated in order to maintain throughput requirements as traffic hits transmission constraints such as distance and packet loss

Outcomes

With the Riverbed solution much less time is spent hunting down performance information. By applying the Riverbed solution to provide a complete detailed view of application services and a distributed capability to mitigate performance constraints business efficiency increases and operational risk is greatly reduced.

Customers leveraging the Riverbed solution have seen SAP application response time go from minutes to seconds, bandwidth demands reduced by more than half and a significant reduction in the resources and time required to identify and resolve performance issues.

Learn More

Riverbed enables organizations to ensure the performance of critical SAP application infrastructure. The Riverbed Application Performance Platform is a fully integrated solution for processing of SAP traffic to deliver the best experience for remote end users, while at the same time optimizing network resources, and providing real-time visibility into the behavior of SAP components, infrastructure, and end-user experience. With it, businesses can ensure they get the best performance of SAP applications across a wide range of end user, network, compute, and application life cycle scenarios.

Learn more about Riverbed solutions at www.riverbed.com/solutions

About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 26,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at Riverbed.com

The Riverbed logo consists of the word "riverbed" in a lowercase, bold, orange sans-serif font.

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