

USE CASE

Unified Visibility Reduces MTTR and Boosts a Large Civilian Agency's Digital Journey

RavenTek and Riverbed Deliver
Visibility Across the Enterprise



Background

A large civilian agency within the US federal government was driven to streamline its business processes across distributed environments to ensure service quality and fully optimized IT resources. The agency was making a transition to a hybrid cloud environment that would save money while creating more shared resources, operational efficiencies, scalability, and enhanced end-user experience with digital applications and services. Ultimately, through this cloud transition, the agency wanted to provide broad visibility and analytics across all networks, applications, and end-users.

While each of the agency's information technology (IT) divisions had their own set of performance management tools, such as network and application monitoring, the multiple domains provided fragmented visibility across the enterprise. The agency needed a solution that could enable accountability among IT teams, assign responsibility, and promote teamwork amongst the siloed domains to expedite resolutions to IT performance issues.

While each IT division could make an argument for the different point products used, the agency needed to move away from siloed environments to gain a holistic view of tools already existing within the IT enterprise. Additionally, the agency needed a way to monitor and manage the performance of mission-critical applications and workloads while moving into cloud infrastructures without disrupting the end-user experience. The agency could not achieve those goals without a clear view of how applications performed on-premise and how they might perform in cloud environments.

Having successfully partnered with RavenTek in the past to tackle difficult and complex end-user performance challenges, the agency once again relied on the IT modernization and integration company to help them overcome these challenges. RavenTek suggested a "one sheet of music approach" to enable broad visibility into all of the agency's IT performance issues and identified Riverbed's SteelCentral suite of network and application visibility tools as the solution most suited to provide a unified view of network and application performance across the agency. Riverbed's SteelCentral suite offers the unifying capability to present data in a more proactive and actionable way—as opposed to routine analysis, reporting, and process integration.



The Challenge

Overcoming Visibility and Performance Issues while Enhancing Accountability

With more emphasis on “Tool Consolidation Efforts,” government leaders understand that disparate and siloed toolsets lead to more process inefficiencies, end-user dissatisfaction, and higher operational costs. For instance, this agency had one legacy application performance management tool and a separate network monitoring tool which performed more of a security function. Troubleshooting calls often included an enormous number of team members, increasing costs and a significant lag in the mean time to repair (MTTR). Although the various IT teams were initially resistant to change, RavenTek worked with them and reassured these teams that moving away from a siloed approach to a unified tool would enable them to work together more effectively and efficiently by offering transparency and accountability.



“ *Having visibility on how applications perform locally gives agencies a much better understanding of performance impacts when they’re moving to the cloud. The ability to make informed decisions makes the investment worth it.*”

Matt Parsons
Director of Federal Civilian Sales, RavenTek

Challenges



Escalating performance issues quickly to the right IT team—the first time



Monitoring the large number of personnel and number of hours to resolve a performance issue



Managing costs and efficiencies when siloed tools were not being used to their fullest potential



Having a consistent tooling and performance management tool in new complex hybrid environments

The Solution:

A One Sheet of Music Approach

Riverbed's SteelCentral Suite for Unified Digital Experience Management

RavenTek's definition of end-to-end visibility starts with how the end-user first experiences an IT application all the way through to the data center, its networks and infrastructure, and everything in between. By meeting this requirement, Riverbed's SteelCentral was the right fit to address the agency's complex visibility requirements.

Riverbed's SteelCentral solution is a unified performance management suite of tools that provide broad visibility and analytics across all networks and applications. As a holistic approach to complex, distributed environments, SteelCentral consists of end-user experience monitoring, application performance monitoring, cloud performance monitoring, network infrastructure monitoring, and network performance monitoring. When it comes to network and application performance metrics, SteelCentral provides integrated network visibility, which leads to improved transparency and accountability among IT teams. In turn, IT teams can quickly and proactively address performance issues by determining if an end-user's poor experience is due to an issue with the user's device, application, or the network or data center infrastructure.

The agency now has a unified performance solution which gives all teams the same view, provides more accountability, and enables operations to run more efficiently. With Riverbed's SteelCentral NetProfiler, the agency can combine network flow data with applications to perform application mapping, where the agency could determine an application's workload performance in the cloud before moving it there. Now, the agency's IT teams are reaping the benefits of visibility across the entire anatomy of a transaction, giving them the full picture of any problem.



SteelCentral's Unified Components

End-User Experience Monitoring

Aternity: Contextualizes data across every enterprise endpoint, app, and transaction for informed remediation, lower costs, and improved productivity.

Network Performance Monitoring

NetProfiler: Provides in-depth traffic insights with NetFlow monitoring and analysis.

FlowGateway: Provides informed and accurate insight on network flow – peak usage, packet loss, and quality of service (QoS) levels based on complete data – across the enterprise.

IT Infrastructure Monitoring

NetIM: Maps, monitors, and troubleshoots infrastructure components.

Application Performance Monitoring

AppInternals: Traces every transaction from the user to back end, performs network and infrastructure diagnostics, and provides user experience and business insights.

AppResponse: Delivers full-stack application analysis—from packets to pages – letting IT teams see all network and application interactions as they cross the wire.

The Results

True End-to-End User Experience Management

End-user experience can be a valuable metric for Chief Information Officers (CIO) to use when evaluating whether IT is responding in a timely manner and sufficiently addressing performance issues. Additionally, end-user experience can help CIOs determine if an agency's technology resources are performing well and supporting the overall mission.



IT teams need to be able to resolve issues proactively and keep their CIOs informed about when performance issues will be addressed.

This agency now has true end-to-end experience management. “Now with a unified view of IT within the agency, it is well positioned to move forward into the early phases of a full cloud strategy,” Parsons said. Managers can view how customers are experiencing applications today, giving them a much better understanding of how Software-as-a-Service (SaaS) providers are performing for the agency and meeting SLAs, through features such as application mapping. They can also validate whether the investment was worthwhile by monitoring the impact of application and network performance throughout the end-user's entire digital experience.

Key Results



1 Enterprise visibility provides data on technology and how to manage and deploy it



2 Informed decision-making enables cost savings with cloud migration



3 Agency is more cloud smart and future proof

Summary

Closing the Visibility Gap

Application performance directly impacts business performance. If applications are not working properly, employees cannot work properly, collaboration cannot happen, customers and citizens cannot be served efficiently, and transactions cannot be completed effectively.

With RavenTek's guidance, all of the agency's stakeholders—business executives driving and funding digital transformation; application development teams responsible for business critical applications; end-user service teams on the front lines with customers; and IT/network/security teams responsible for the infrastructure—now have complete visibility into all possible pain points. They also have a better understanding of how to solve key performance issues and the agency is now armed with critical information needed to make a smart transition into the cloud.

About RavenTek and Riverbed

Riverbed understands that every agency is on a digital journey and that every journey is unique. With a proud heritage of technology leadership and proven expertise maximizing performance and visibility for the world's largest organizations, we can help agencies reach the full potential of their network and application investments today and in the future.

Learn more at www.riverbed.com.

RavenTek recognizes that in today's challenging fiscal environment, federal agencies need the right partner who can help them advance mission goals through efficient and innovative IT, engineering, administrative, and program management solutions.

Learn more at www.raventek.com.

