

riverbed



## Identify problems before they impact users

In today's competitive environment, companies must deliver a great customer experience. Slow performance issues need to be identified and remediated quickly. Yet most network performance management (NPM) tools can't pinpoint the source of a problem, whether it's due to a network device or an application. Without the ability to quickly troubleshoot and resolve issues, enterprises can hear about problems from customers first, and that may hurt customer loyalty.



## Before OneMain Financial deployed Riverbed Unified NPM



Packet data reported in **1- or 5-minute intervals only**



High volume of IT tickets caused **2- to 3-day backlog**

# After deployment



Analyze packet data in  
**1-millisecond  
intervals**



Troubleshoot issues in  
**1-3 minutes**

## How Riverbed Unified NPM helps

“With AppResponse, we can immediately see whether an emerging problem originates in the network or the application — even if the problem just started.”

— Richard Hurst  
Supervisor of Network Services  
OneMain Financial

With Riverbed Unified Network Performance Management solution, you can **analyze packet data in 1-millisecond intervals**, rather than the 1-minute or 5-minute intervals found in other NPM tools. That ensures quick identification of the root cause of a slow performance issue, whether it’s due to a network device or an application that’s maxed out for 15 seconds, or even one second.

By isolating performance issues faster with rich packet data, you can **accelerate troubleshooting and reduce the backlog of unresolved issues**. Now, rather than spending time trying to figure out the source of a performance issue, you can focus attention on repairing any problems before anyone notices — and keeping your customers happy.

[LEARN MORE ABOUT RIVERBED UNIFIED NPM](#)