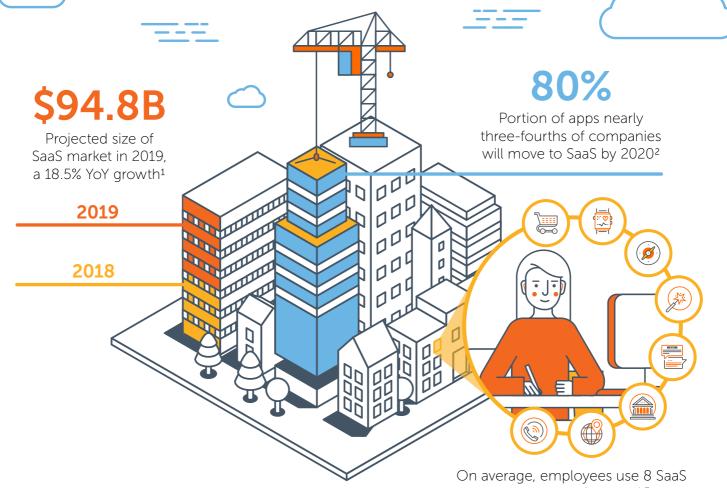
# Avoiding User Sass

Leveraging End-User Experience Monitoring to Keep SaaS Users Delighted

## SaaS: The New Way Business Is Done

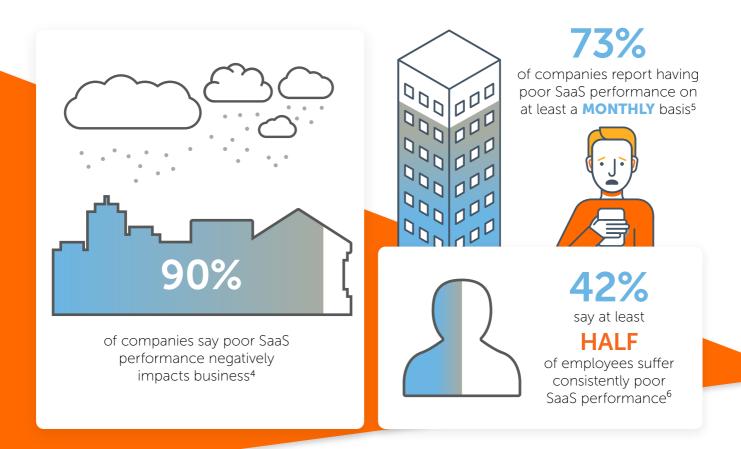
Businesses are adopting SaaS apps at an impressive clip, attracted by benefits such as reducing costs and improving agility.



apps to complete work<sup>3</sup>

## Poor SaaS Performance Hurts the Business

Despite their criticality, SaaS apps often underperform for users, resulting in lost productivity and other business impacts.



## Top 5 Places You Lose Visibility with SaaS Applications

When issues do occur, it's difficult for IT to identify root cause, as the company no longer owns the hosting infrastructure. Here are five places IT loses visibility in a SaaS environment:



#### Upgrades

Frequent SaaS updates can have unintended consequences such as slow performance and broken integrations

**Application Code** 

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IT can't instrument SaaS apps using traditional monitoring agents

#### Network

SaaS apps are usually delivered over the Internet–a "best-effort" service outside of IT's control

### Infrastructure Components

SaaS apps are heavily abstracted, so it's difficult to track issues outside of

#### **Data Storage**

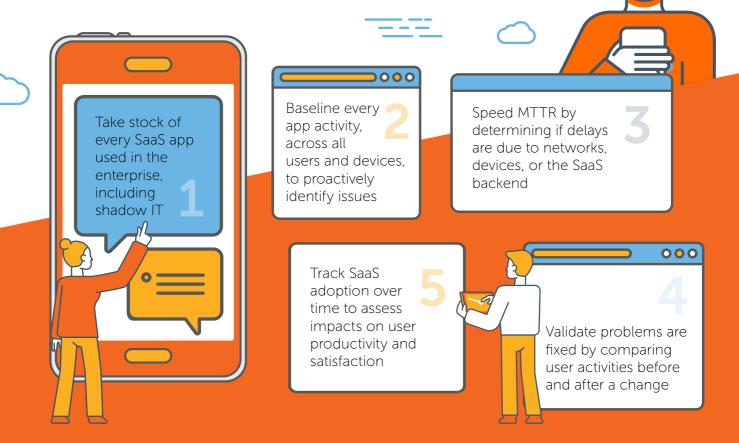
IT loses control over where data is stored, and slow data transmissions cause subpar performance



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## Covering Your SaaS with Riverbed

Riverbed puts IT back in control with an end-user experience monitoring solution that helps ensure SaaS apps perform well for every user.



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## Get More Tips for Ensuring Superior SaaS Experiences by Reading our eBook

#### DOWNLOAD EBOOK

<sup>1</sup> Gartner, "Gartner Forecasts Worldwide Public Cloud Revenue to Grow 17.5 Percent in 2019," April 2, 2019

- <sup>2</sup> Blissfully, "2019 Annual SaaS Trends Report," 2019
- <sup>3</sup> Ibid
- <sup>4</sup> Enterprise Strategy Group, April 2019

<sup>5</sup> Ibid

<sup>6</sup> Ibic



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