

# 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.

**\$94.8B**

Projected size of SaaS market in 2019, a 18.5% YoY growth<sup>1</sup>

2019

2018

**80%**

Portion of apps nearly three-fourths of companies will move to SaaS by 2020<sup>2</sup>

On average, employees use 8 SaaS 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.

**90%**

of companies say poor SaaS performance negatively impacts business<sup>4</sup>

**73%**

of companies report having poor SaaS performance on at least a **MONTHLY** basis<sup>5</sup>

**42%**

say at least **HALF** of employees suffer consistently poor SaaS performance<sup>6</sup>

## 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:

### 5 Upgrades

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

### 1 Application Code

IT can't instrument SaaS apps using traditional monitoring agents

### 4 Network

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

### 2 Data Storage

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

### 3 Infrastructure Components

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

## 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.

Take stock of every SaaS app used in the enterprise, including shadow IT **1**

Baseline every app activity, across all users and devices, to proactively identify issues **2**

Speed MTTR by determining if delays are due to networks, devices, or the SaaS backend **3**

Track SaaS adoption over time to assess impacts on user productivity and satisfaction **5**

Validate problems are fixed by comparing user activities before and after a change **4**

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> Ibid