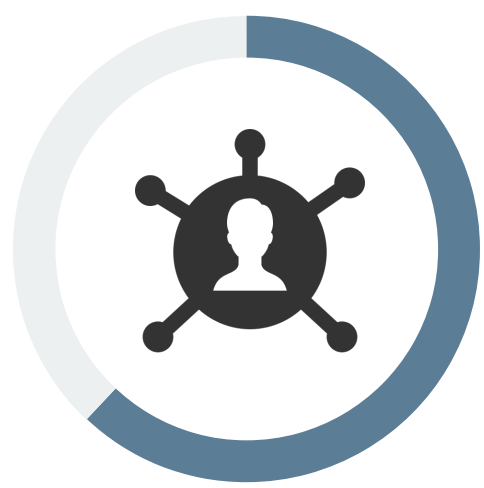# The Impact of Poor SaaS Performance in Global Deployments

ESG recently conducted a survey of 200 IT decision makers at globally distributed enterprises. The research shows that SaaS applications are broadly used, critical to productivity, and impacting organizations with sub-par performance.

SaaS Is Foundational to Distributed and International Workers

62% of respondents say at least half of their distributed/international workers use key SaaS applications **on a daily basis.**
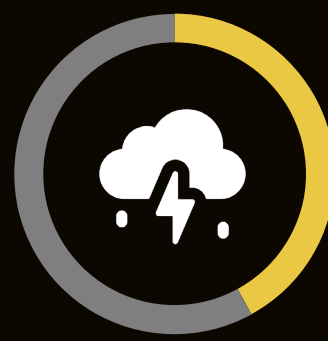
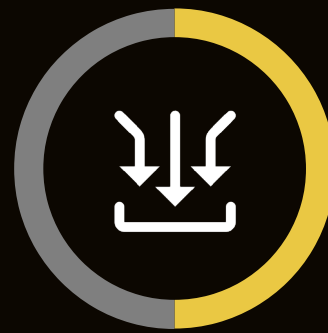**94%** of respondents rate SaaS performance as **important to their overall productivity.**

However, Poor SaaS Performance Causes Issues

Distributed and international workers feel the pain of sub-par SaaS performance, forcing IT into a reactionary mode.

42% of respondents report at least half of distributed/international workers suffer consistently poor SaaS performance.

50% of respondents report IT must field multiple inbound complaints and tickets related to SaaS performance per month.

Backhauling SaaS Traffic is a Contributing Factor

66% of respondents report most or all distributed and international workers' connections to SaaS applications are backhauled through the data center **which can exasperate latency issues.**

Solving SaaS Performance Issues Matters

Poor SaaS performance creates dissatisfaction among end-users and extra work for IT.

Respondents who agree that poor SaaS performance impacts and slows down their business. **90%**

Respondents who feel a solution that accelerates response time for SaaS applications anywhere the workforce needs access would be valuable to their organization. **96%**

Riverbed SaaS Accelerator Can Help

Riverbed SaaS Accelerator is a cloud-based service that can help minimize SaaS latency and enhance the user experience of apps like Office 365, Salesforce, ServiceNow, Box, Veeva and more.

Learn more about how Riverbed can help you accelerate applications and manage the delivery of business-critical data and content anywhere its needed.

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