FineGround Networks

Application Performance on the Branch Office WAN

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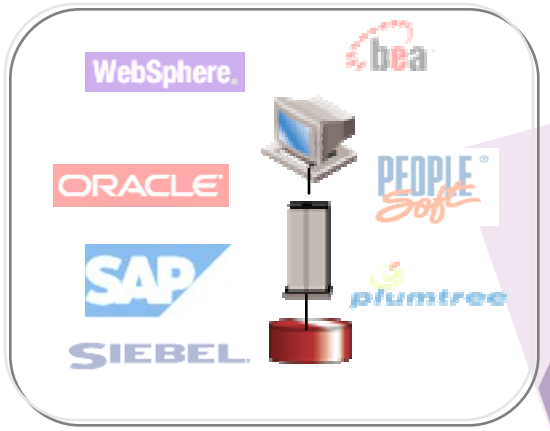
Application Performance in the Enterprise

- **Backend Latency**



- **Security Overhead**

Mobile User

- **Network Latency**

Customer

Remote Office

Supplier

- **Network Congestion**

Remote Office

Solution Options

- Ignore user complaints
- Upgrade network
- Outsource it to professional services shop
- WAN Compression/Traffic Shaping solutions
- Server-side optimization solutions

Option 1

- Ignore user complaints
  - Most of my users sit at HQ
  - My synthetic monitors report good performance
  - Works until somebody finds out that business automation is costing more than it saves

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Option 2

- Upgrade bandwidth
  - Cost = #branch offices X upgrade cost/office
  - Can you upgrade all or most?
  - Does not address latency issues
  - Users quickly use up additional bandwidth anyway.

Option 3

- Outsource it to a professional services shop
  - Costs a lot to study the problem
  - Then costs more to rewrite application
  - And then some to upgrade network
  - Improvements may not be much, but you have addressed the problem.

Option 4

- WAN Compression + Traffic Shaping
  - Another box at each branch to manage
  - Does not help SSL applications
  - Helps legacy client/server applications
  - Does not address latency problems

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Option 5

- Server-side optimization
  - Centralized deployment -> low TCO
  - Works for SSL applications
  - Rapid deployment
  - Can address latency problems

FineGround Performance Suite

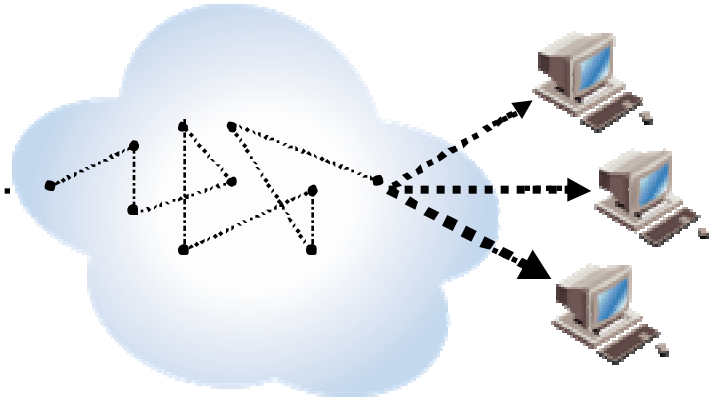
AppScope Performance Monitor
Measure end-to-end performance

- Real users
- Real transactions
- Agentless
- Data center deployment

Dynamically instruments request-response stream

WAN

Switch



Condenser Application Optimizer

- Dramatic improvements
- No application changes
- No changes to desktop
- Data center deployment

Dynamically optimize request-response stream

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Condenser Application Optimizer

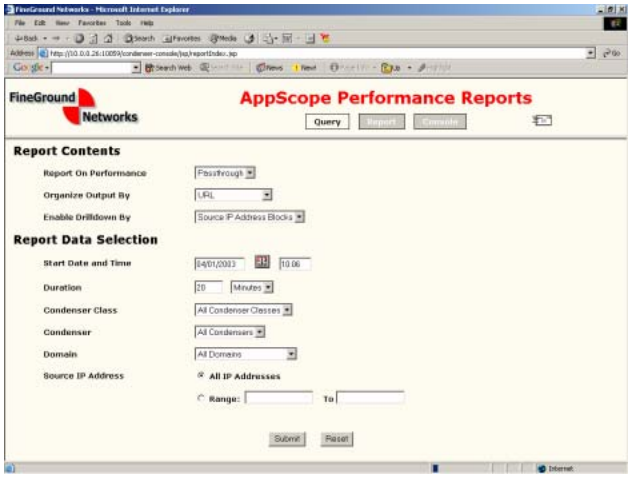
- Broadest set of technologies
  - Bandwidth optimizations
  - Network Latency optimizations
  - Server capacity and latency optimizations
  - Security optimizations

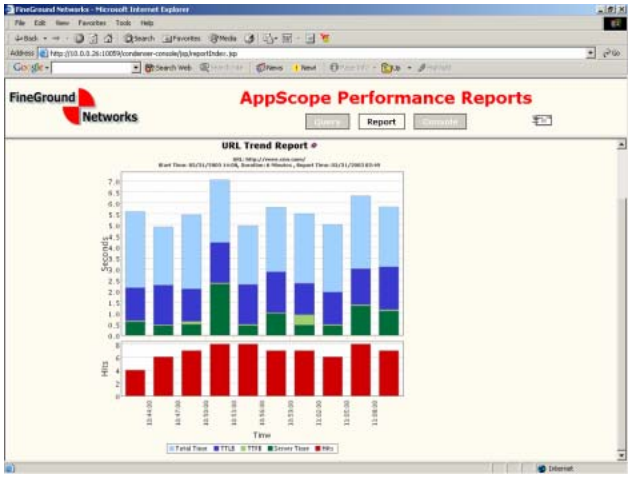
- No changes to application or desktop
- Rapid deployment in the data center
- **Unfair advantage**:

  “Performance engineering in a box”

AppScope Performance Monitor

- Agentless real-user monitoring
  - Live users and transactions
  - Report by IP, URL, or location
  - Open architecture integrates with NSM platforms (Tivoli, OpenView…)
- No changes to application or desktop
- Rapid deployment in the data center





ROI Profile: AIG

Industry Vertical

Insurance

Profile

$75B commercial and personal insurer; 80,000 employees worldwide.

Challenge

Productivity of claims agents impacted by poor performance of claims processing application.

ROI

Avoid costly application rewrite.

ROI Profile: Alcoa

Industry Vertical

Mining and Metals.

Profile

$22B world leader in home appliances
120,000 employees in 41 countries

Challenge

Poor portal performance hindered business process automation.

ROI

Avoid additional data centers in Europe and Latin America.

Summary

- Application performance at the branch office is a growing problem
- Doing nothing can limit the business value of IT
- Upgrading bandwidth can be expensive and not solve the problem
- Consultants can be expensive and may solve the problem
- Two-box solutions are best suited for legacy applications
- Server side solutions are the way to go, but not all are equal: look for solutions that address latency