

Обзор Решения SteelCentral AppInternals

riverbed®

Производительность
Приложений = Производительность
Бизнеса



«... простой для 10,000 человек на час оборачивается
убытками свыше \$1M...»

Jay Haynes, Landscape Operations & Integrations Manager, Shell



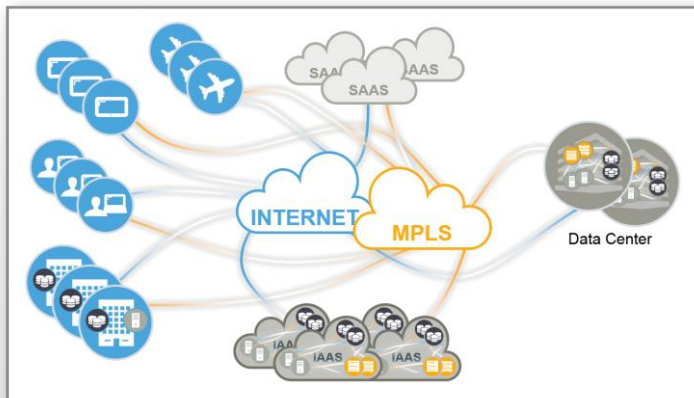
March 2015

сбой доступа для мобильных устройств iOS к App Store и iTunes store привёл к потерям \$2.2M в час.

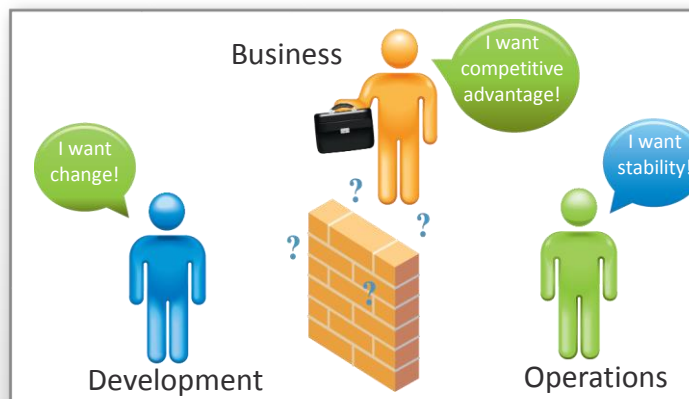
<http://www.zdnet.com/article/apples-itunes-store-app-store-experiencing-outages/>

Вызовы для бизнеса и ИТ

Возрастающая сложность



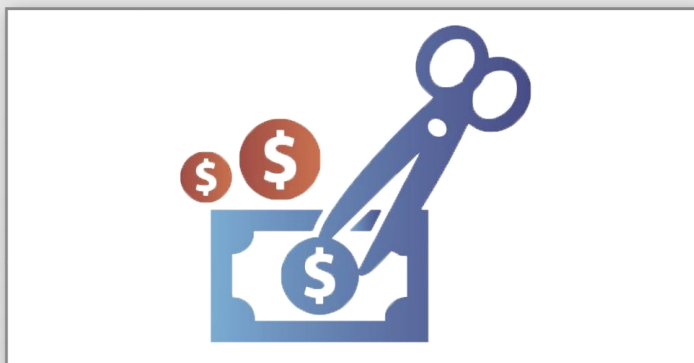
противоречащие требования



время - деньги



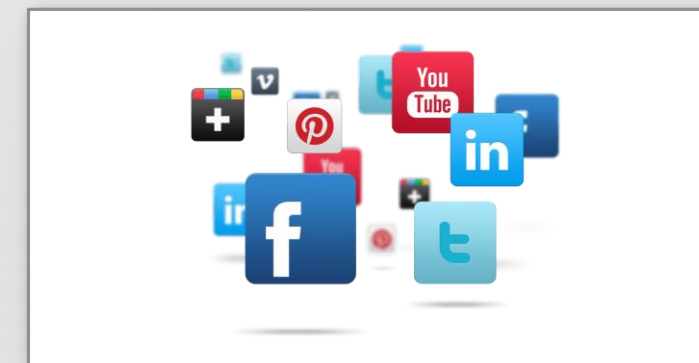
больше отдачи за меньшие средства



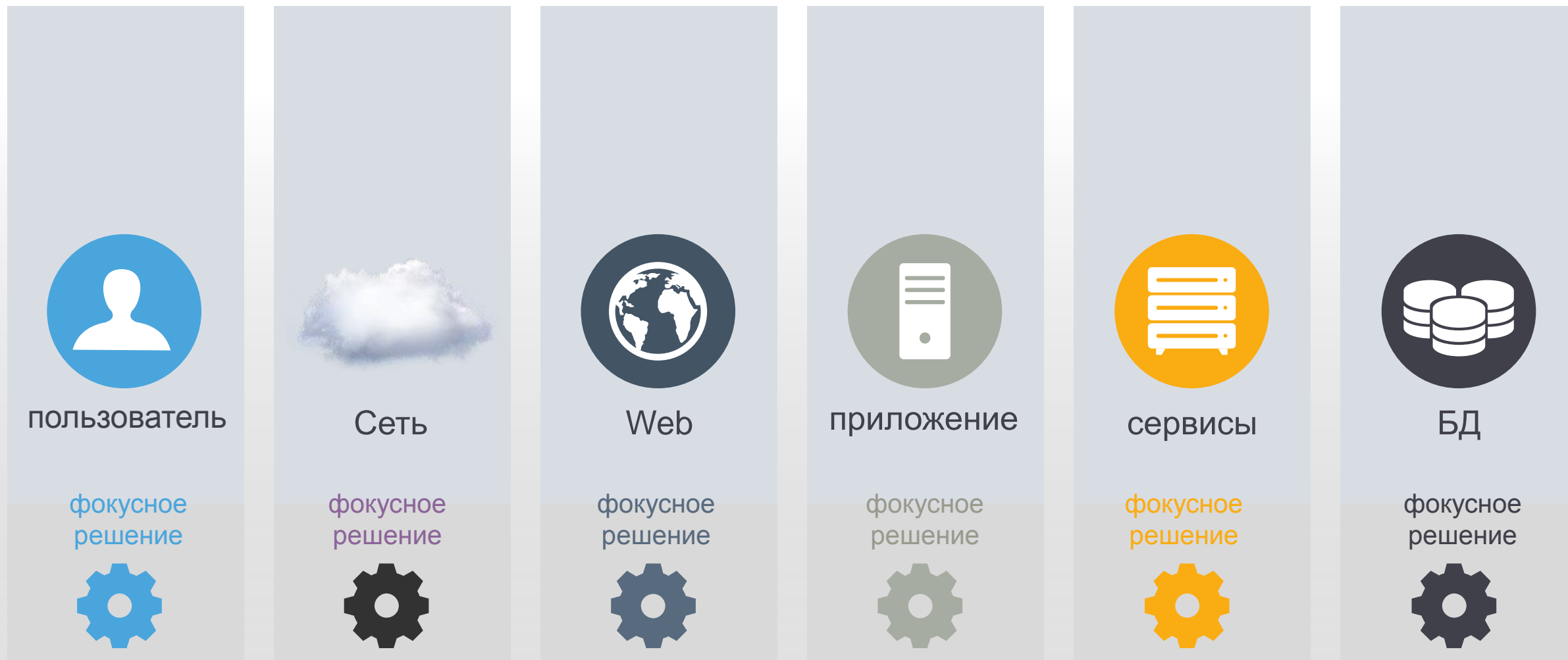
Возрастающие ожидания

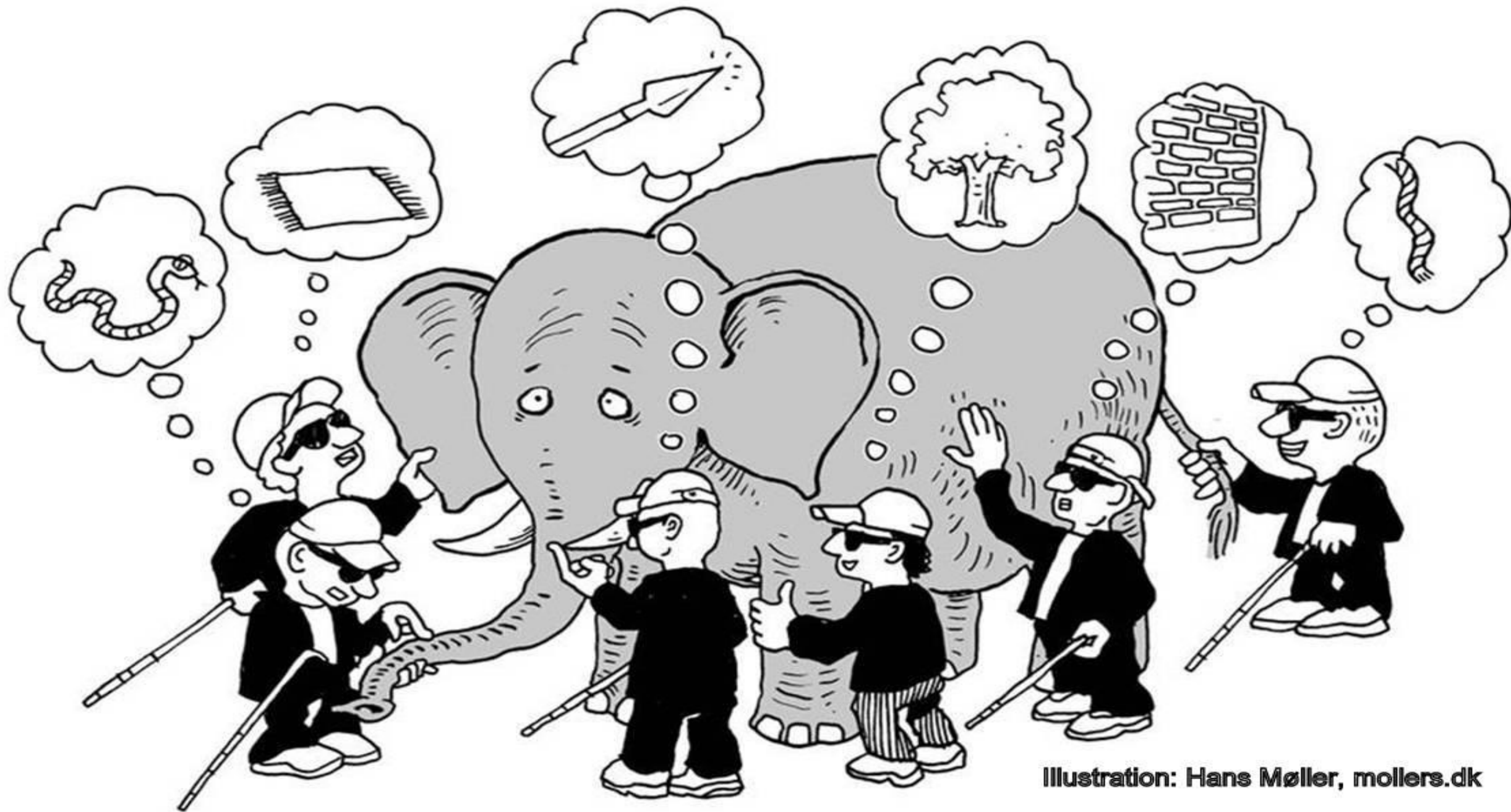


мгновенно публикуемые проблемы

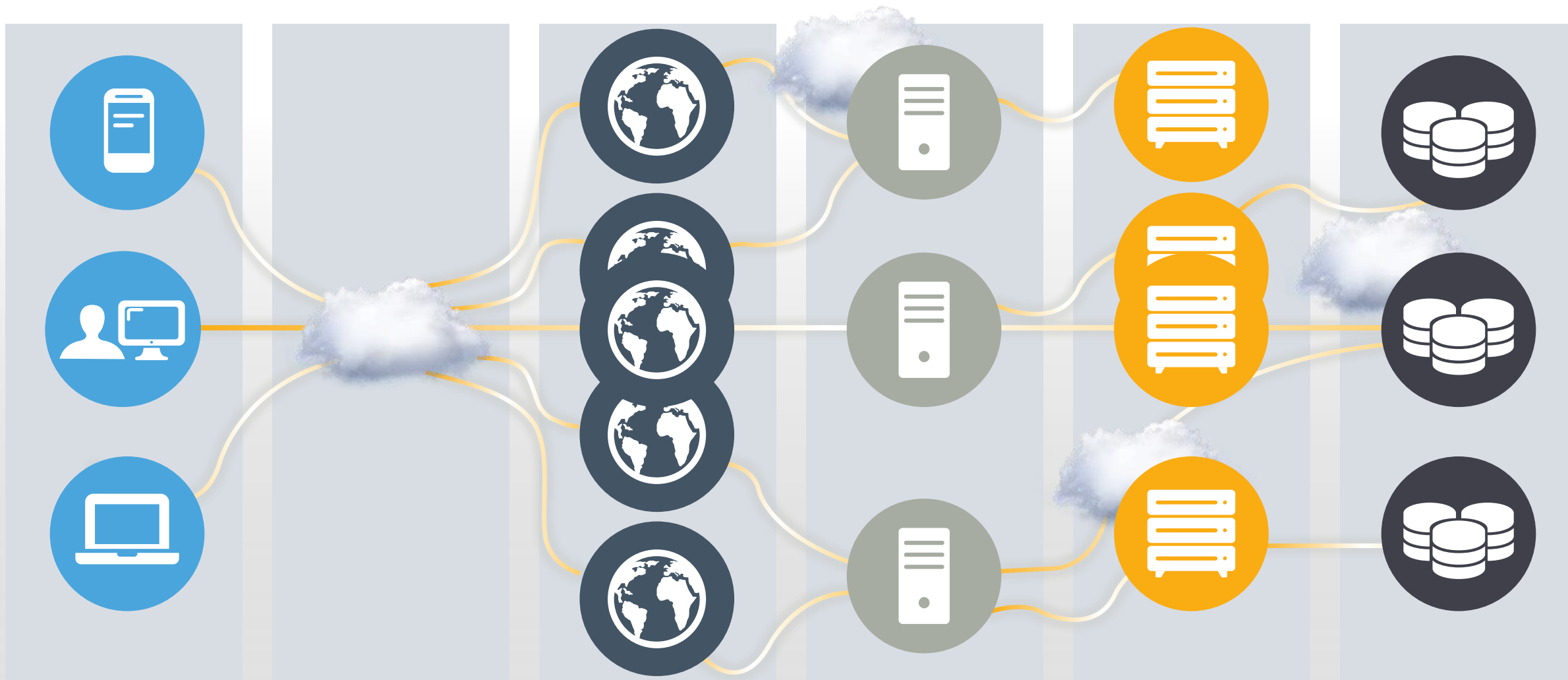


Фрагментированный подход к мониторингу производительности





Сложность только возрастает



Последствия для бизнеса



Потеря прибыли



**падение
продуктивности**



**не соблюдение
сроков**



**превышение
бюджета**



**негатив
пользователей**



**падение
репутации**



**штрафные
санкции**

Необходим новый подход к мониторингу производительности



упреждать проблемы
до обнаружения их
конечными пользователями

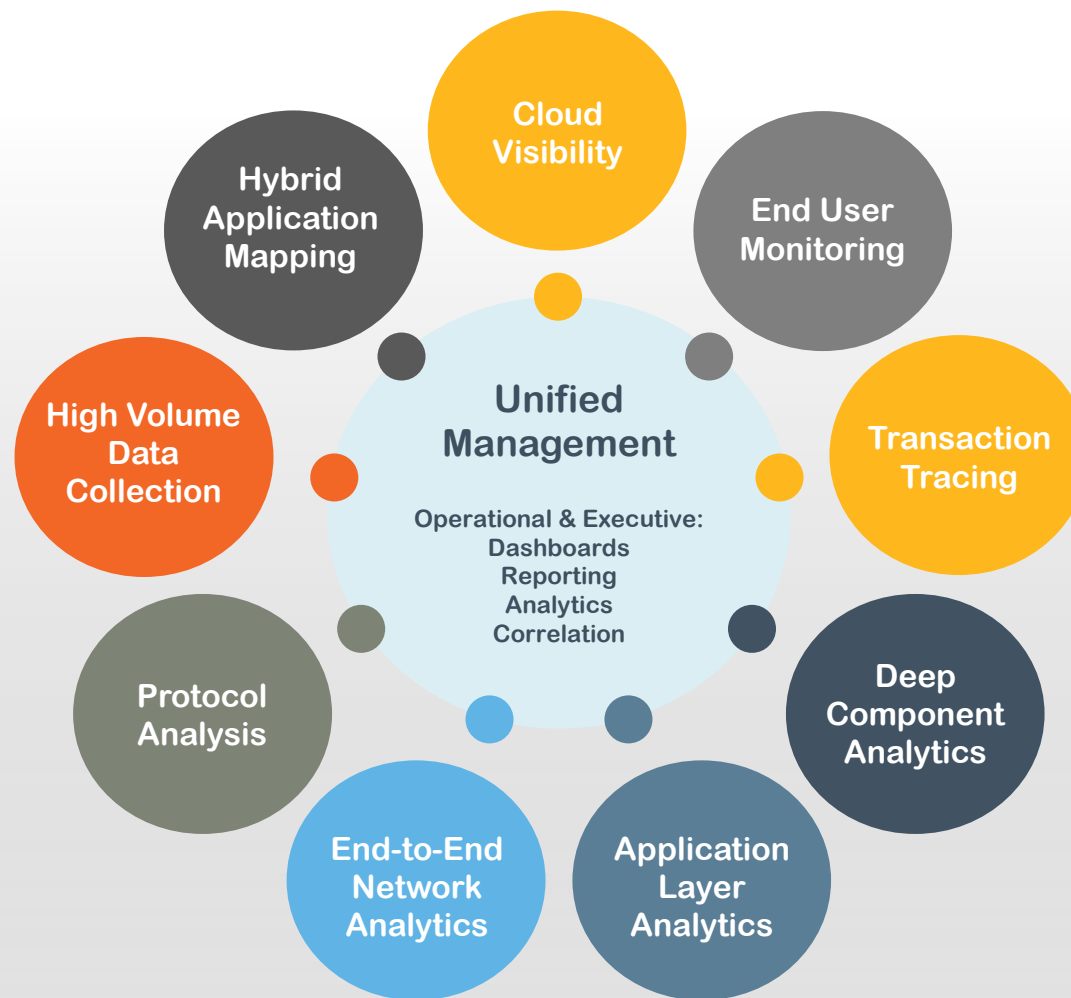


улучшить взаимодействие
и исключить «пинг понг»
между ИТ командами

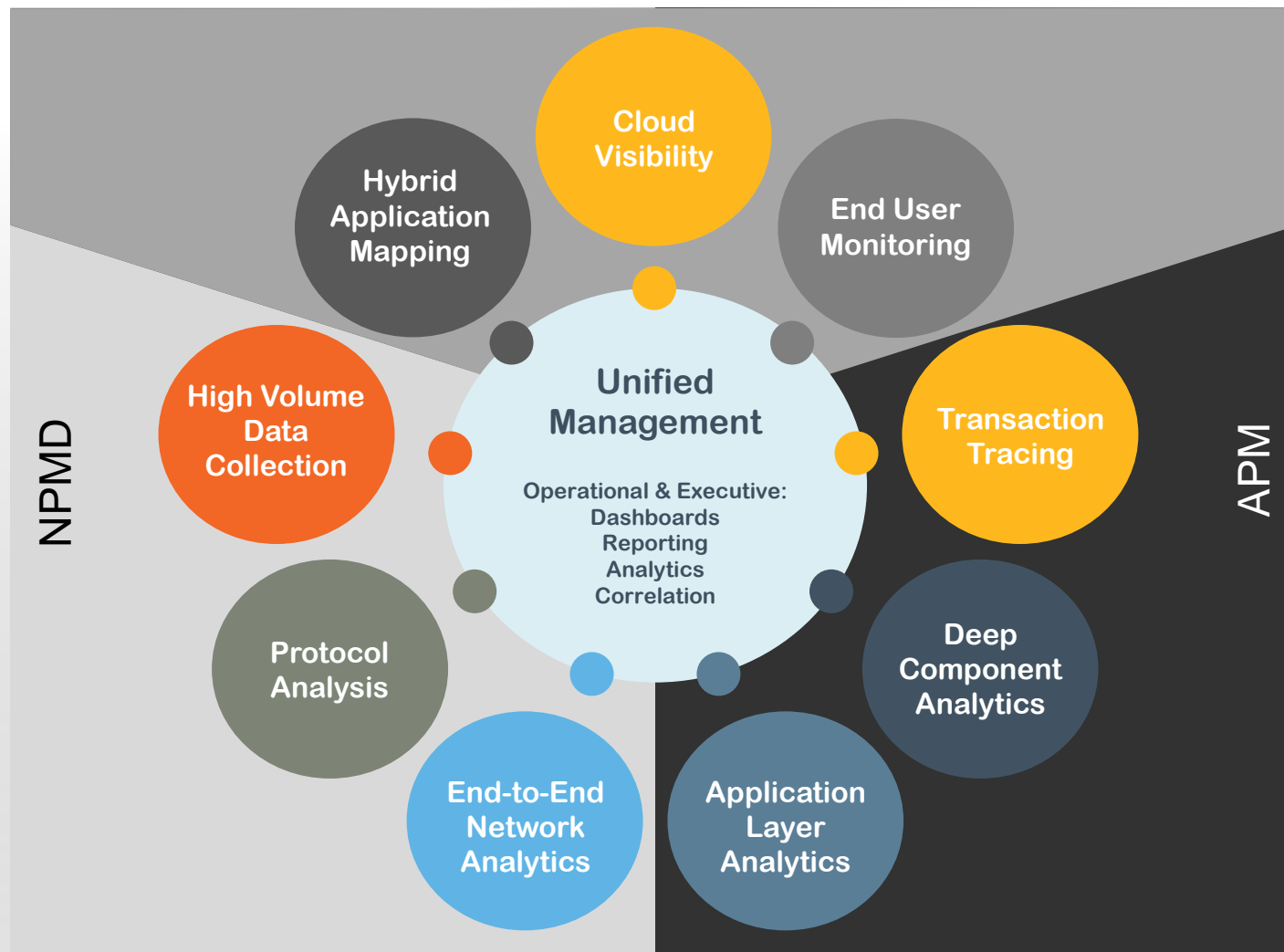


предоставить всем
сторонам значимую
ИНФОРМАЦИЮ а
не набор данных

Категории целостного подхода мониторинга производительности



Классы инструментов для целостного подхода



Решения Riverbed

The End-to-End Performance Company

Visibility

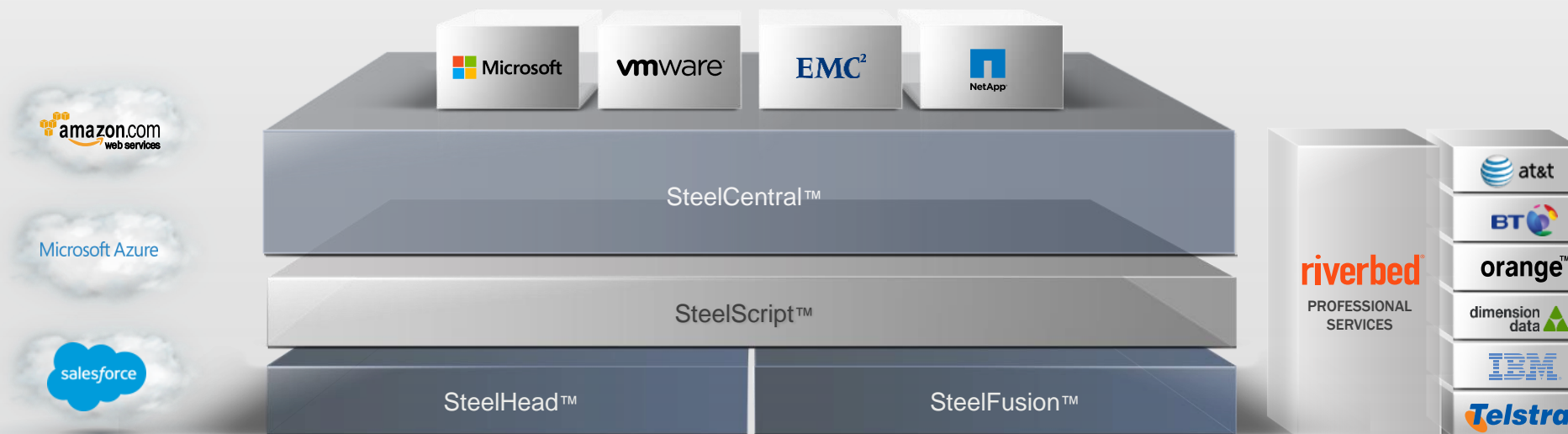
Metrics that matter for optimal efficiency

Optimization

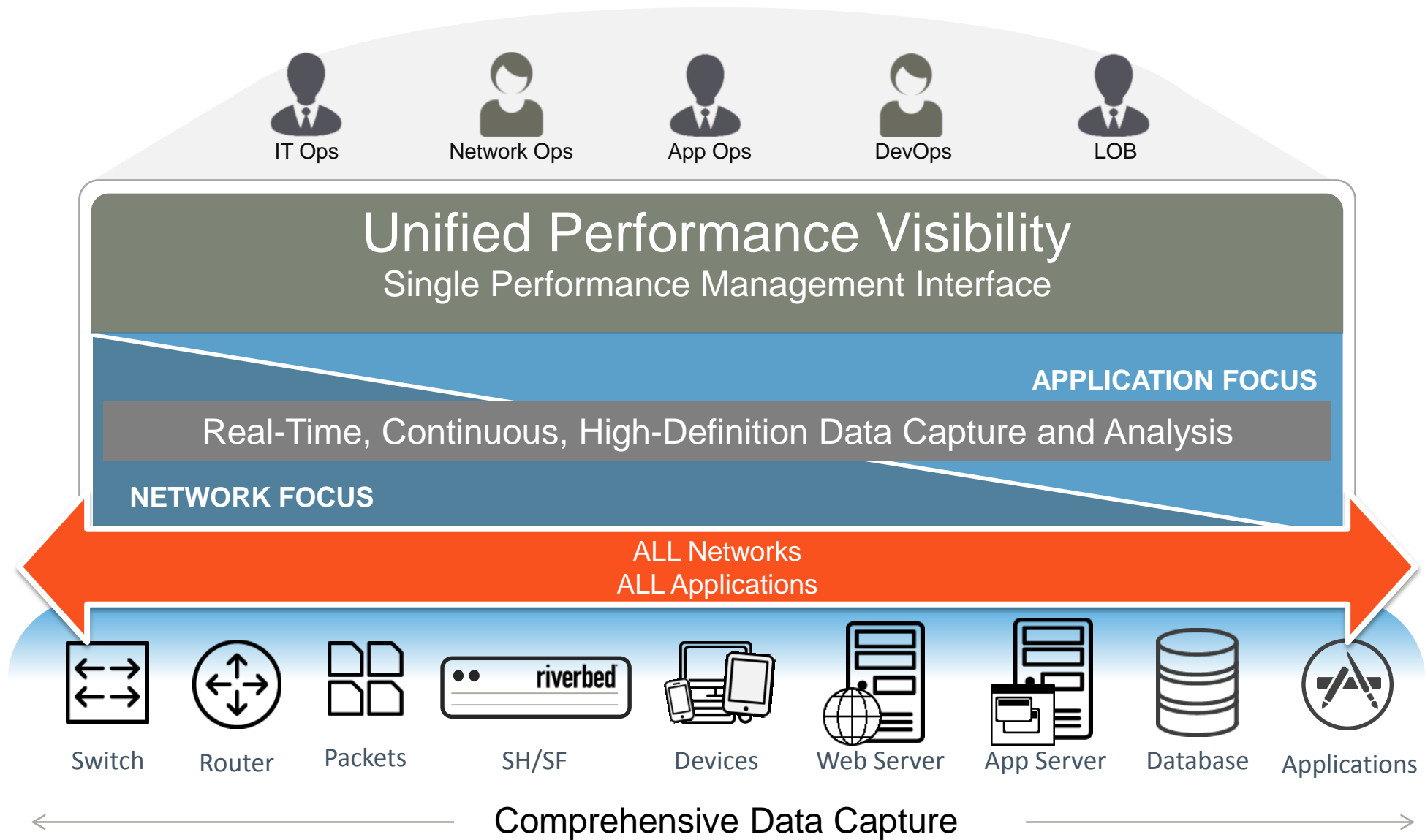
Superior performance for maximum productivity

Control

Simplified orchestration for true agility



Riverbed Application Performance Platform



SteelCentral: Your Command Center for Application Performance

Мониторинг конечного
пользователя

Картография приложений

Глубокий анализ
компонент приложения

Мониторинг Сети,
Разбор Пакетов,
Анализ Поточков

Представляем SteelCentral AppInternals

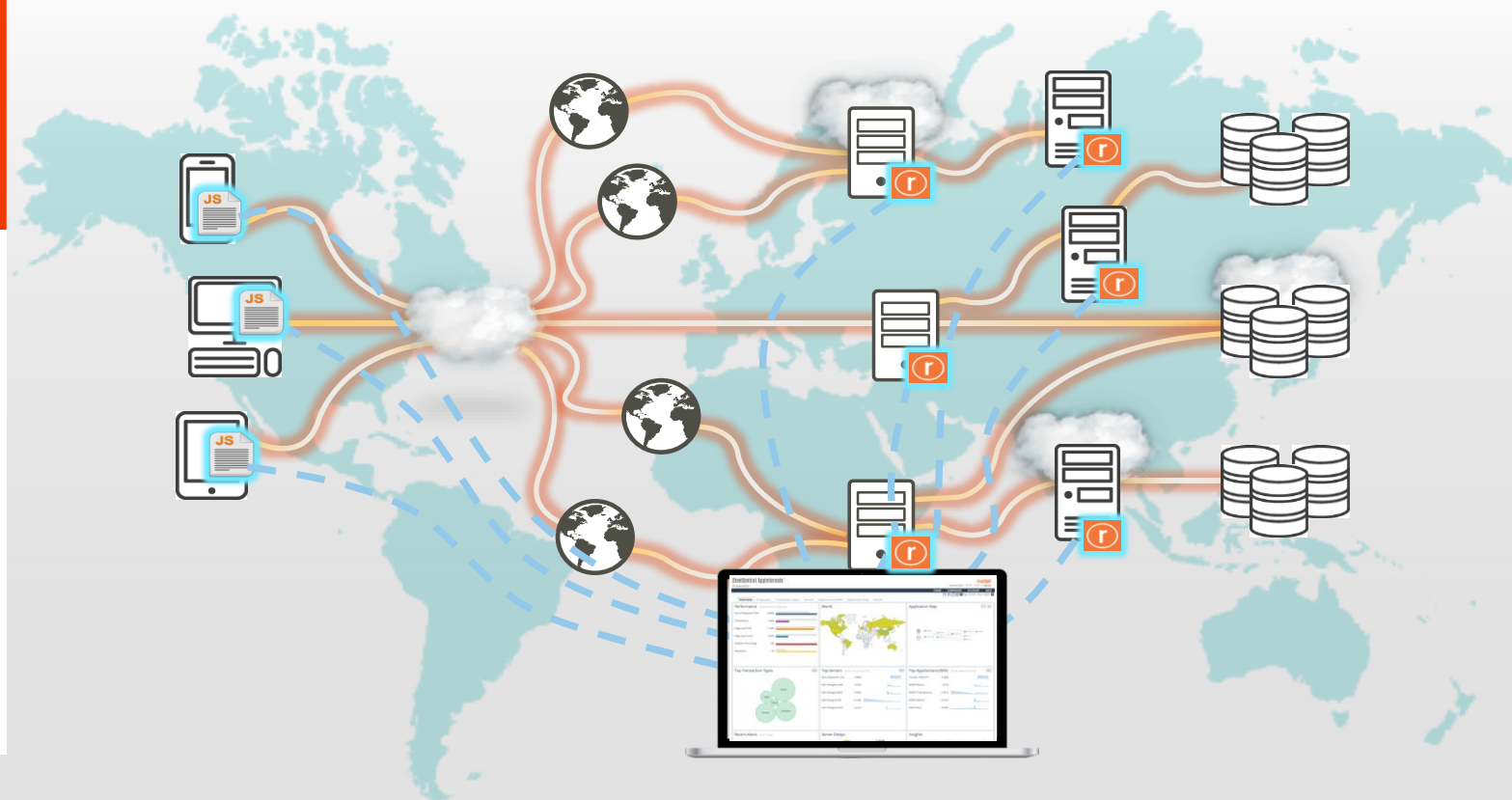
**ВСЕ ТРАНЗАКЦИИ
ОТ ВСЕХ
ПОЛЬЗОВАТЕЛЕЙ
ВСЁ ВРЕМЯ**

для ...

**улучшения
производительности**

**оптимизации
пользовательского опыта**

**отслеживания влияния на
бизнес**



SteelCentral AppInternals: Ключевые возможности

Modern
Web UI &
Dashboard

2-Clicks
To Root
Cause

Expose
ALL
Problems

Powerful
on-demand
analytics

Flexible
Licensing



видит ВСЕ проблемы с
производительностью

диагностика любого
инцидента в деталях

Проактивное улучшение
ваших приложений

Все проблемы с производительностью

Modern
Web UI &
Dashboard



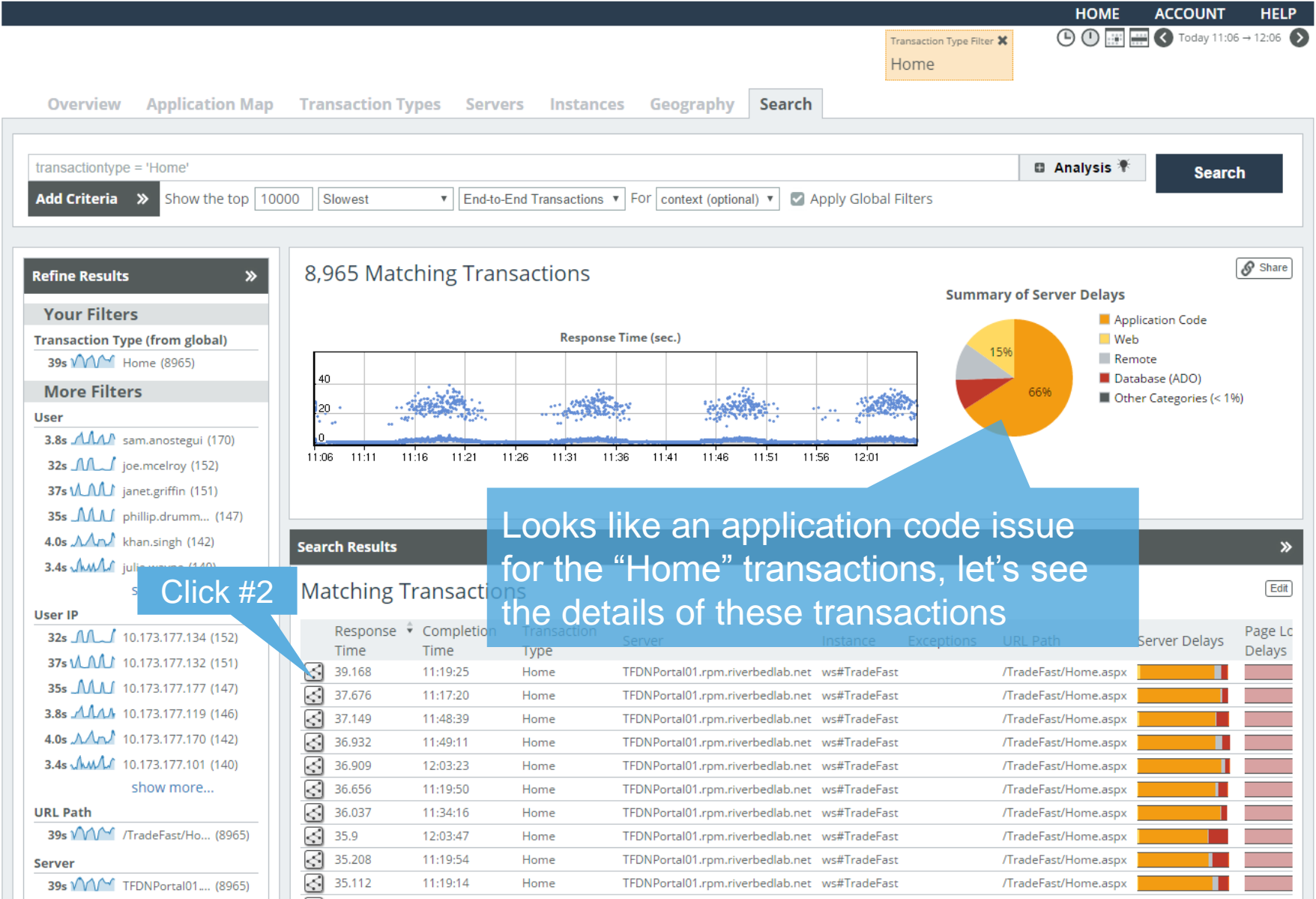
Let's drill down into the "Home" transaction which is experiencing delays

You are only two clicks from an answer to any performance problem.

Monitor user experience, applications, infrastructure, and key business transactions from an interactive web-based dashboard.

Конкретизация до уровня транзакций

2-Clicks
To Root
Cause

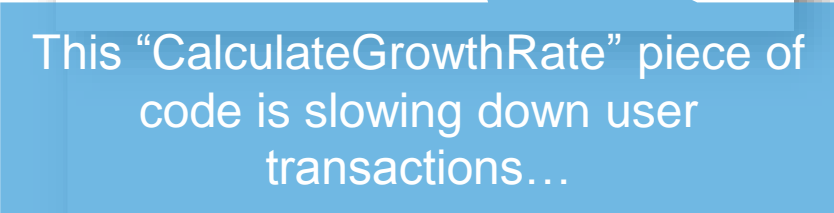


Click #2

Looks like an application code issue for the "Home" transactions, let's see the details of these transactions

Review all impacted individual transactions within the specified timeframe

Expose ALL Problems

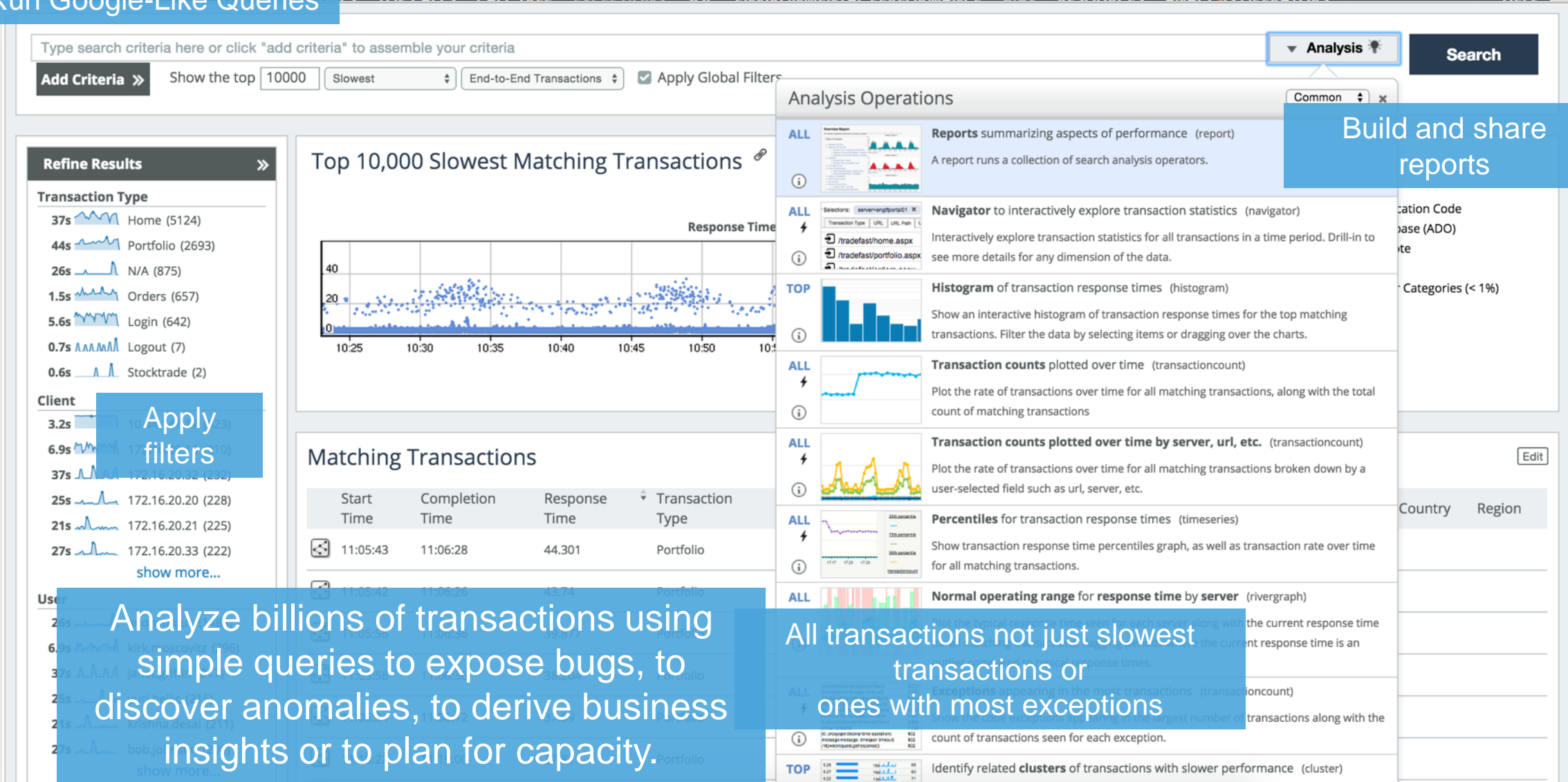


Reconstruct and analyze incidents in great detail to fix code, SQL, infrastructure, or remote calls.

Проактивное улучшение приложений

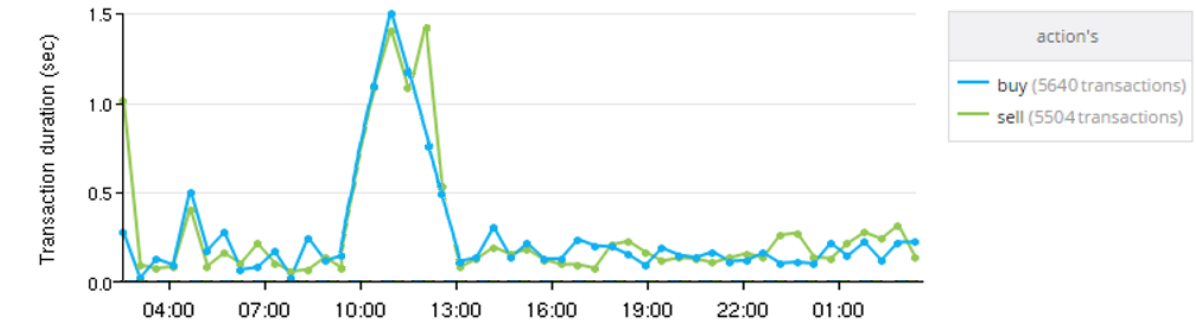
Powerful
on-demand
analytics

Run Google-Like Queries



Trade Execution Time

Transaction Duration - Average

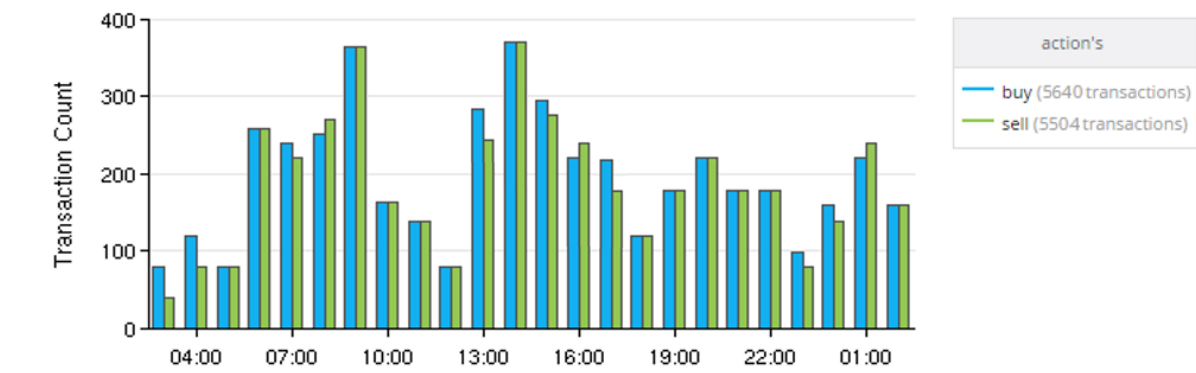


Related searches

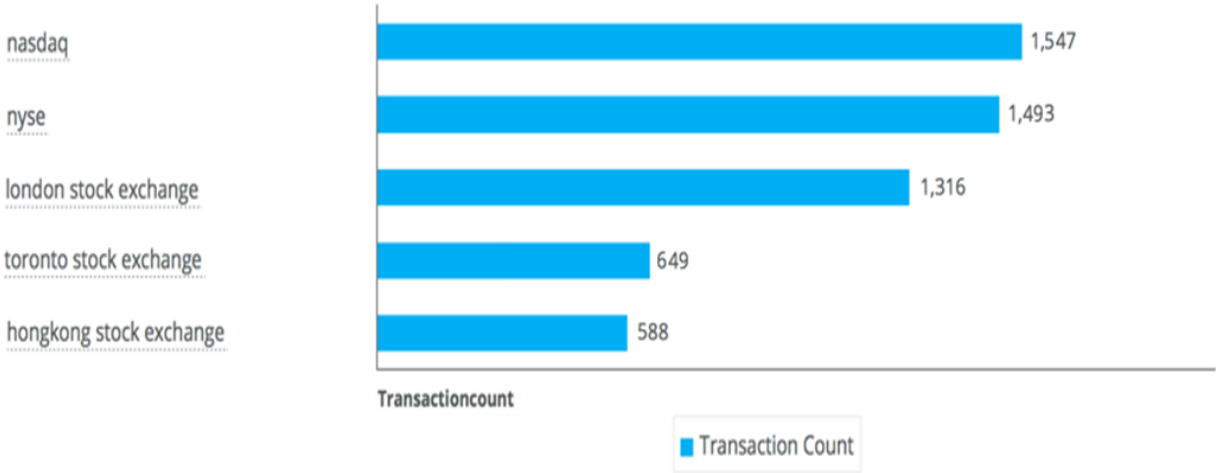
- Analyze Performance of Buy Transactions
- Analyze Performance of Sell Transactions

Trade Volume

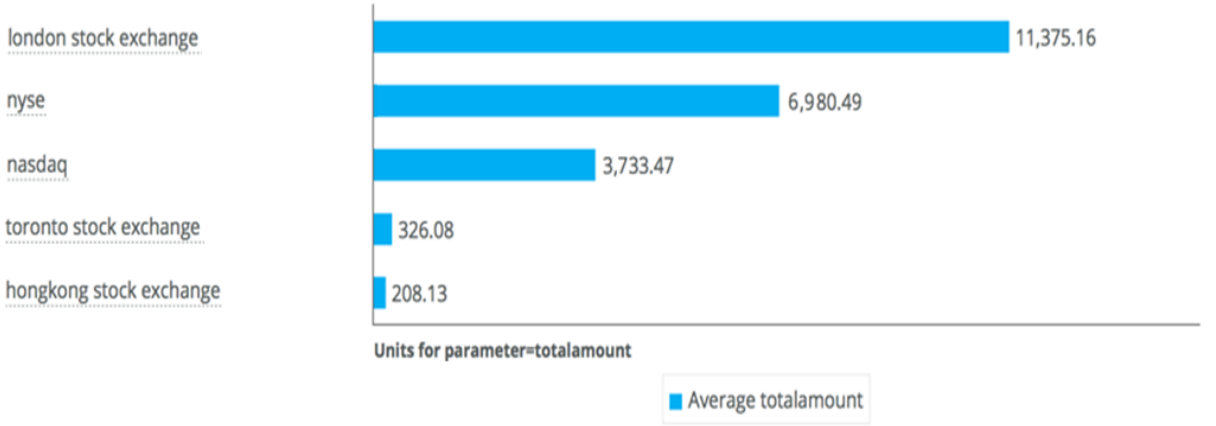
Transaction Count



Volume by Stock Exchange

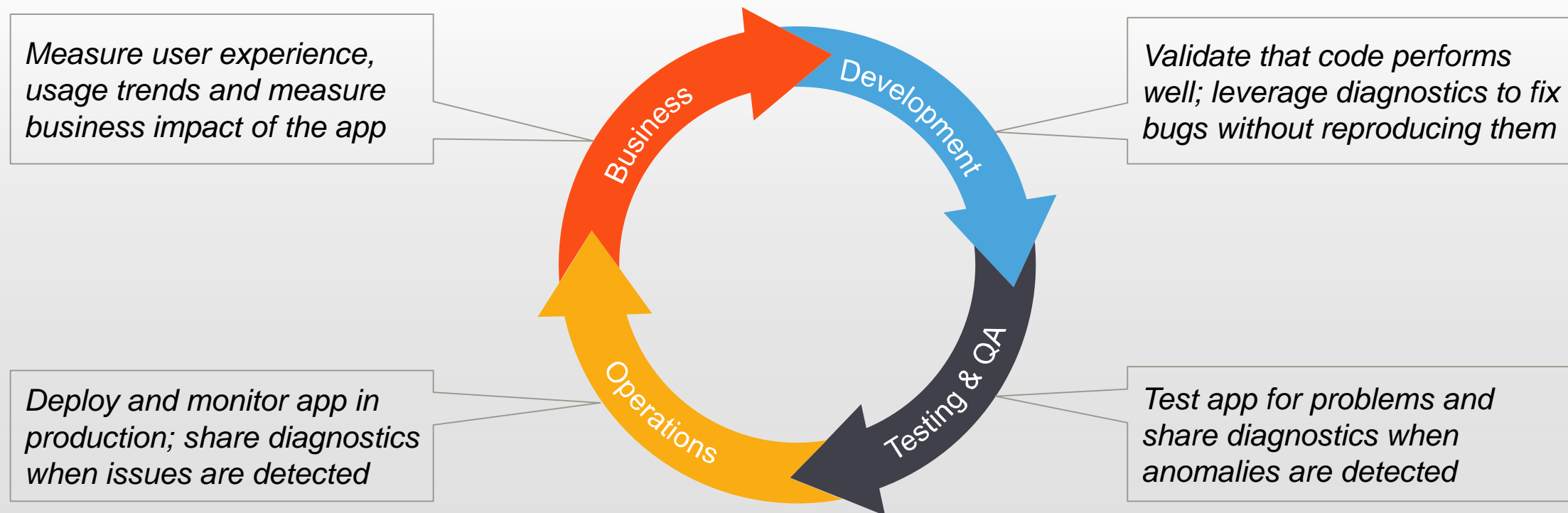


Volume by Stock Exchange



Использование APM : подход разработчиков

AppInternals ускоряет выход релизов и повышает их качество



Ключевые преимущества AppInternal



Never miss a performance problem with complete application visibility to back you up



Reconstruct problems in great detail to accurately diagnose root cause; eliminate guesswork



Proactively expose bugs before they cause major outages, and continuously improve performance

полученные бизнес-преимущества



**защита
инвестиций**



**прирост
производительности**



**ускоренный
выход на рынок**



**сокращение
расходов**



**довольные
пользователи**



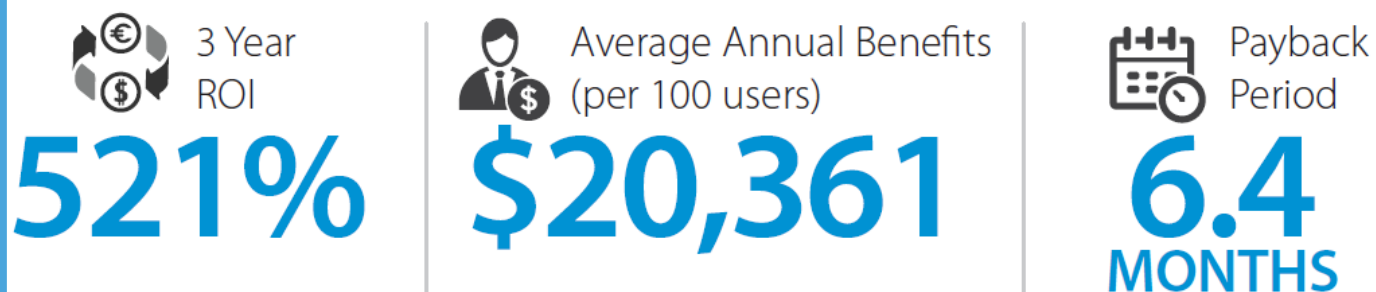
**репутация
бренда**



**соответствие
стандартам**

ценность PM – отчёт IDC

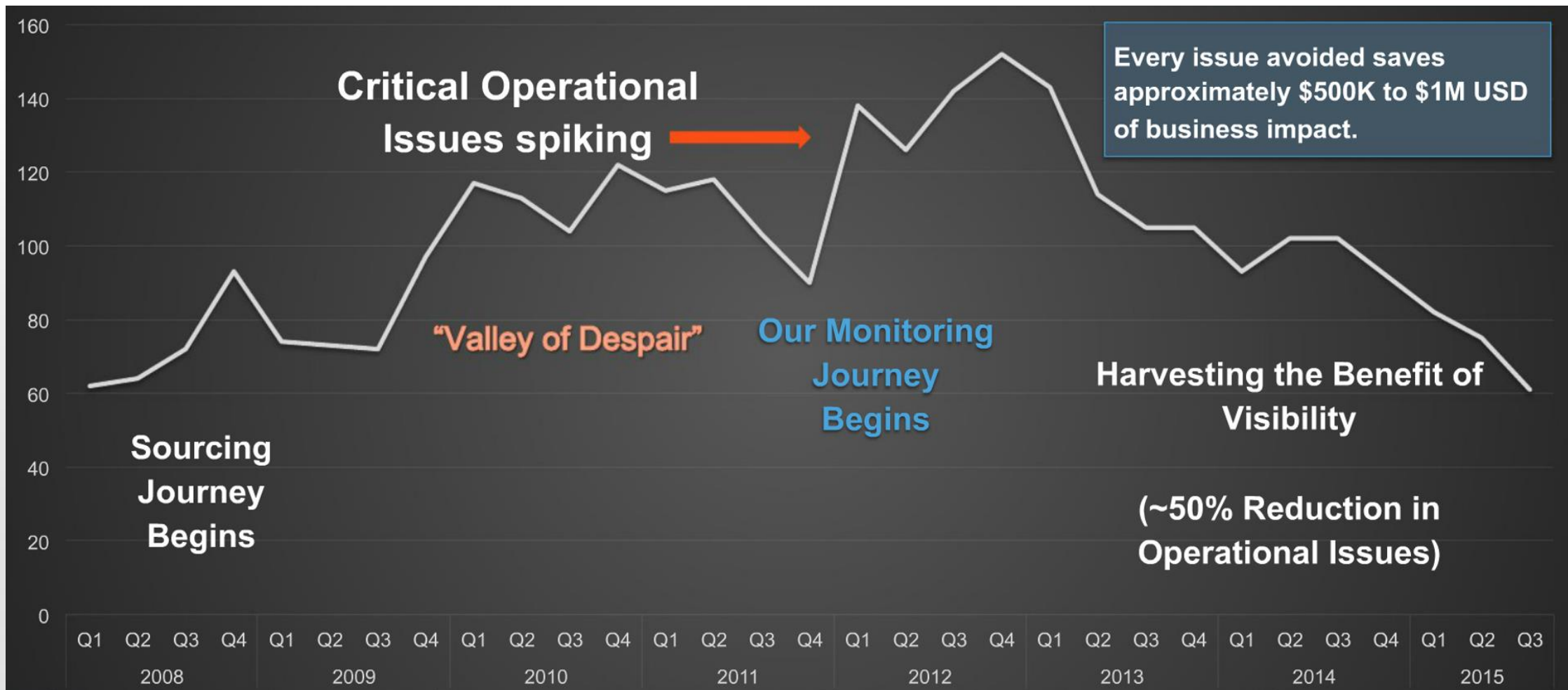
ROI Summary for Riverbed's Application Performance Management Portfolio



Key Performance Improvements Realized from Customers Who Deployed Riverbed SteelCentral



Case Study



EMEA AppInternals Customers

Financial Services



Government



Manufacturing



Retail



Other



Utilities

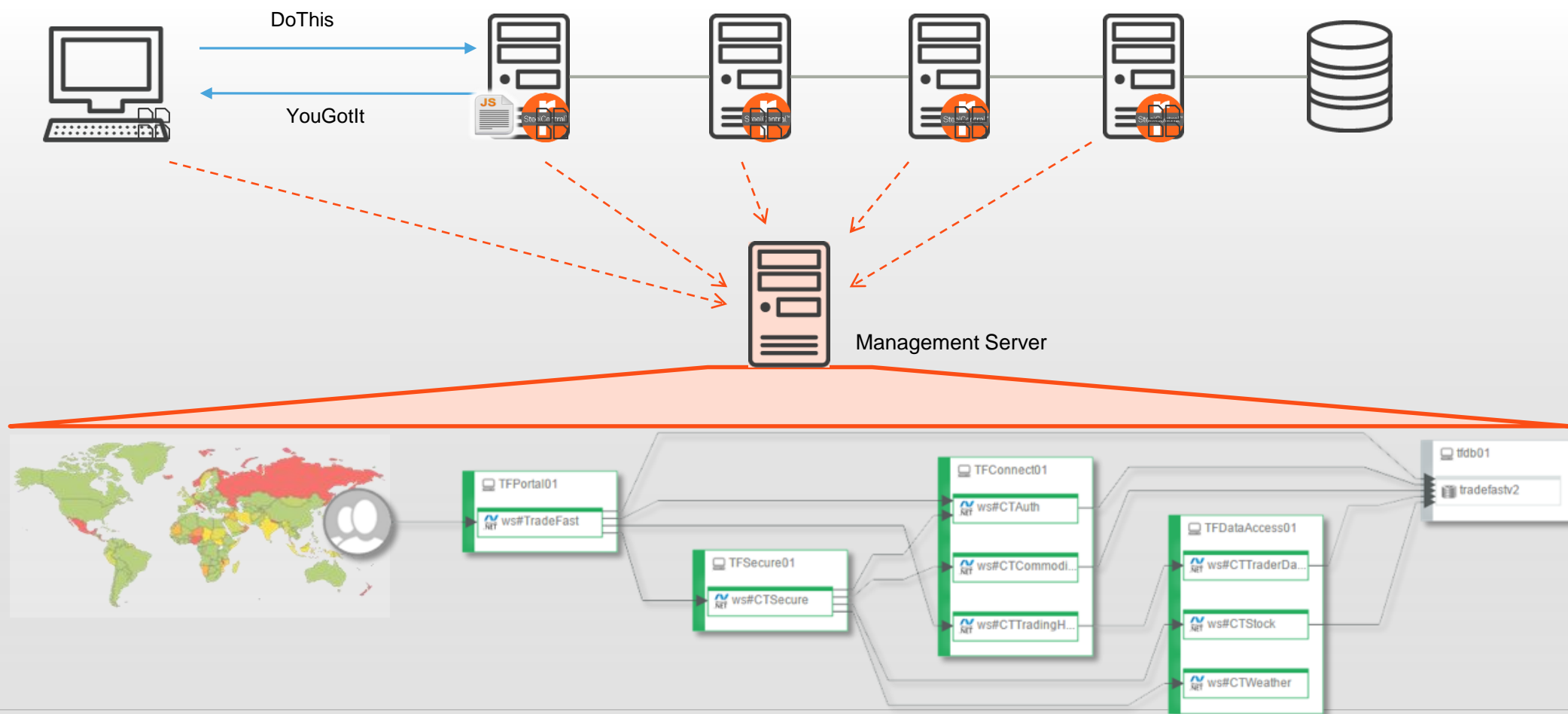




Thank You

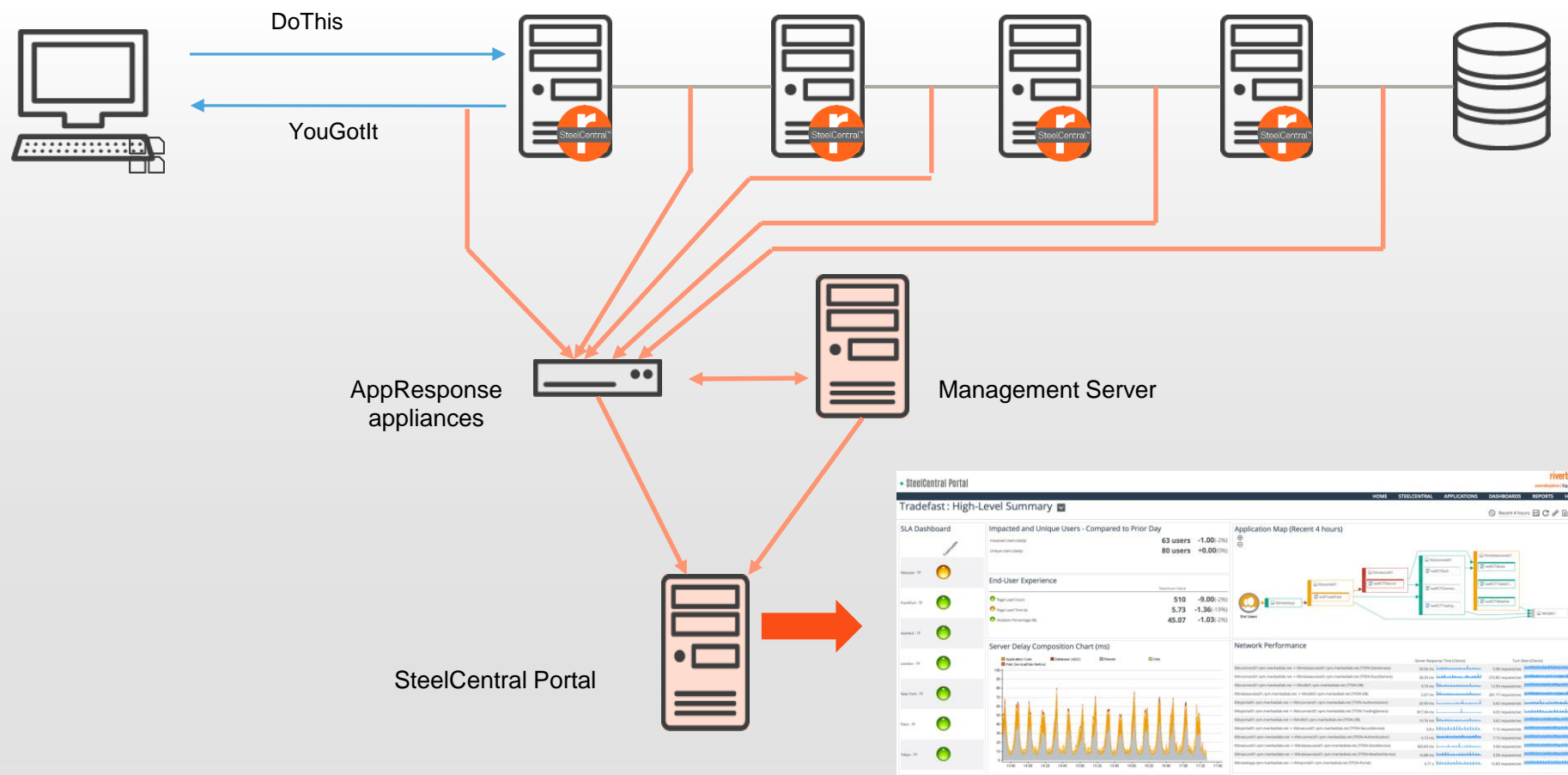
Архитектура SteelCentral AppInternals

«активный APM» (установка агентов)



Комбинированная (APM + NAPM) архитектура

Агенты + Исследование пакетов



Royal Bank of Scotland fined £56m for IT meltdown

Emma Dunkley, Claer Barrett and John Aglionby

Share Author alerts Print Clip

Comments



Royal Bank of Scotland has been hit with the biggest retail fine in history from the UK's financial watchdogs after an IT meltdown two years ago left millions of customers without access to their accounts.

The Financial Conduct Authority fined the state-backed lender a record £42m. A

further £14m fine from the Prudential Regulation Authority took the total penalty for RBS and its NatWest and Ulster Bank subsidiaries to £56m.



More

ON THIS STORY

Lombard Ineos / RBS / US and UK IPOs

RBS fine signals tougher approach to risk

Aged IT exposes big banks to young rivals

ON THIS TOPIC

MPs call for review of RBS privatisation

RBS turns to AI to answer customer queries

RBS piles up £50bn in losses since crisis

Lex RBS — nothing beside remains

IN BANKS

Senior bankers voice fears over ECB cut

Crédit Agricole prepares for halt on QE

Barclays offering high-tech 'labs' to businesses

But the 6.5m customers affected, 92 per cent of which were retail clients of RBS Group, have typically received only a few pounds in compensation.

About 4.7m retail customers received average compensation payments of just £4.83, according to people familiar with the situation. A further 2.7m customers received less than £1. These payments made up for missed interest on balances and fees.

The regulators said RBS, which is 81 per cent-owned by the UK government, had paid a total of £70.3m compensation to UK customers – including businesses – and £460,000 to individuals and companies who were not customers, but were affected by the IT failure.

The FCA said the fine was the largest in its history for a retail matter, which it defines as one that directly impacts the general public, and falls outside of penalties for manipulating benchmarks such as Libor.

Barclays was hit with a £38m fine in September for failing to protect £16.5bn of customers' money.

HomeServe, the home insurance company, was fined £30.6m in February this year for mis-selling products.



DEPARTS - DEPARTURES

TF1/15
10:42:46

			Enregistrement Hall Zone			Embarquement Hall Salle	
10:55 Toulouse	AIRFRANCE	AF 6114	2		Annulé		
11:00 Marrakech	Jetairfly	JAF 6612A			A l'heure		
11:00 Marrakech	Jetairfly	JAF 6612	3	A	Retardé	3	31
11:05 Marseille	AIRFRANCE	AF 6016	2		Prévu à 12:00	2	20
11:10 Biarritz	AIRFRANCE	AF 7498	2		Prévu à 12:15	2	20
11:10 Lisbonne	TAP PORTUGAL	TP 443	1	C	Retardé	1	10
11:20 New York					Retardé		
					Retardé		
					Prévu à 12:00		
					Retardé		
					Retardé		
11:45 Malte	airmalta	KM 467	4		Retardé		
11:55 Las Palmas	vueling	VY 3185	1	B	Retardé		
11:55 Pointe à Pitre	AIRFRANCE	AF 792	3	B	Retardé		
12:10 Fuerteventura	vueling	VY 3182	1	B	Retardé		
12:20 Nice	AIRFRANCE	AF 6228	2		A l'heure	2	20

Des milliers de passagers – dont le maire de Bordeaux Alain Juppé – ont été cloués au sol samedi 7 novembre à l'aéroport d'Orly.

En cause : une panne informatique affectant les outils météo de l'aéroport, qui a généré une interruption générale du trafic aérien au départ et à l'arrivée d'Orly pendant plus d'une demi-heure.



Emmanuel Cugny
@EMMANUELCUGNY

7 Nov

Trafic toujours bloqué à #Orly pour cause de manque d'infos météo. "Jusqu'à heure indéterminée". Pas plus d'info dans l'avion @AirFranceFR



Air France FR
@AirFranceFR

Suivre

@EMMANUELCUGNY Bjr, la fermeture de l' aéroport d Orly est liée à une panne informatique d' une tour de contrôle qui fournit les données

10:27 - 7 Nov 2015

3

Le Monde, 7 Novembre 2015





TECHNISCHE STÖRUNG

Panne im Online-Banking der Commerzbank

Datum: 07.04.2015 15:54 Uhr

„Technische Störung“ meldete die Commerzbank-Internetseite am Dienstag etlichen Kunden des Online-Banking. Einfach ignorieren, empfahl die Bank. Peinliche Internet-Pannen häuften sich zuletzt bei dem Institut.

Frankfurt. Der Fehlerteufel schleicht sich immer mal wieder ins Online-Banking ein - zuletzt gehäuft bei der **Commerzbank** . Am Dienstagvormittag mussten das einige Kunden des Instituts feststellen. Sie konnten zeitweise keine Bankgeschäfte per **Internet** erledigen. Vereinzelt habe das Online-Banking zwischen 9.30 und 10.30 Uhr nicht funktioniert, sagte ein Commerzbank-Sprecher. Die Störung sei „innerhalb kürzester Zeit“ gehoben wurden. Im Kurznachrichtendienst **Twitter**  **informierte die Bank**, man müsse die „technische Störung“ ignorieren und den Browser aktualisieren.

Bereits vergangene Woche hatte es ein Problem mit dem Internet-Service der Bank gegeben. Die jetzige Fehlermeldung hatte dem Unternehmen zufolge aber nichts damit zu tun. Vergangenen Dienstag hatte es „besonders viele Zugriffe“ auf das Online-Banking gegeben. Deshalb hatten „einige Kunden Schwierigkeiten bei der Anmeldung zum Online Banking und bei der Ausführung von Transaktionen“, so die Commerzbank damals.

Und auch am 22. März, einem Sonntag, ging bei den Online-Banking-Kunden des Geldhauses **fast den ganzen Tag lang gar nichts mehr**. Von morgens acht Uhr bis kurz vor Mitternacht konnten die Kunden der Privatbank ihr Online-Depot nicht mehr aufrufen. Ein Commerzbank-Kunde schrieb dem Handelsblatt, dass sein Kontostand fälschlicherweise mit null Euro angezeigt wurde. Der Grund für den Ausfall: eine technische Störung des IT-Systems.

GELD NETZWERK-PANNE



25.09.15

Geldautomaten bei Sparkassen ausgefallen

Bankkunden in vielen Regionen Deutschlands bekamen am Freitag an Sparkassen-Automaten kein Geld. Auch die Kontoauszugsdrucker und die Überweisungsautomaten waren gestört.



Ein Netzwerkproblem beim Sparkassen-Dienstleister Finanz Informatik hat am Freitag die Geldautomaten in vielen Bundesländern über Stunden lahmgelegt. Betroffen waren Nordrhein-Westfalen, Rheinland-Pfalz, Baden-Württemberg, Bremen und das Saarland.

Sparkassen-Kunden haben bei einem Ausfall wie diesem besonderes Pech: Die Sparkassen haben sich keinem Banken-Verbund angeschlossen. Das heißt, an jedem Automaten einer anderen Bank fallen beim Abheben mit einer Sparkassen-Karte Gebühren an.

Neben den Geldautomaten waren auch Kontoauszugsdrucker und die Überweisungsterminals betroffen. Das Bezahlen mit EC- oder Kreditkarten im Handel war dagegen ebenso möglich wie das Online-Banking.

Das Ausmaß der Ausfälle war unterschiedlich. Einzelne Institute waren gar nicht beeinträchtigt. Die Techniker des Rechenzentrums im Großraum Stuttgart waren seit Freitagmorgen um sieben Uhr mit Hochdruck dabei, die Störung zu beheben.

 **nrw-aktuell.tv**
@nrwaktuelltv

 Folgen

Wenn's ums Geld geht, versuchen Sie es später noch einmal.
Massive Störung bei der #Sparkasse in vielen Bundesländern

11:19 - 25 Sep 2015

  3 

pos

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10   Teilen 46

 Twittern

 10

Sieben Stunden lang gabs keine Online-Tickets

Publiziert: 27.04.2015

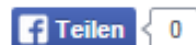
17 Kommentare · Drucken · E-Mail

Login



Lahmgelegt: Der SBB-Ticket-Shop.

Auf der Seite sbb.ch und in der SBB-App konnte man heute Morgen keine Tickets mehr kaufen. Schuld war ein IT-Problem



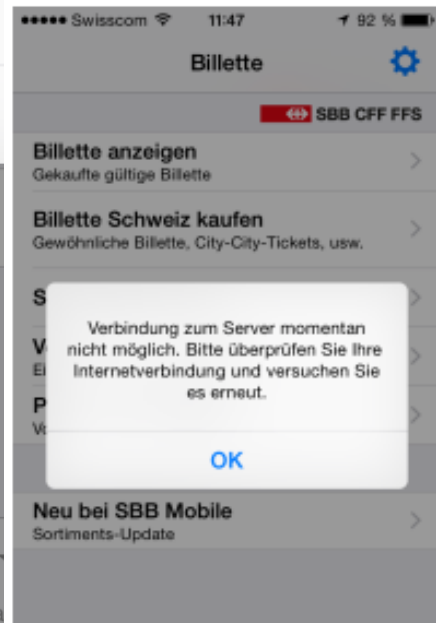
Heute Montagmorgen konnten SBB-Kunden zwischen 5 und 12 Uhr keine Tickets mehr über die Online-Kanäle buchen.

Wer versuchte, über sbb.ch oder die SBB-App ein Billett zu lösen, erhielt eine Fehlermeldung. Auf der Website stand «503 Service Unavailable». In der App wiederum erscheint ein Fenster: «Verbindung zum Server momentan nicht möglich.».

«Wir hatten ein IT-Problem», sagt SBB-Sprecher Christian Ginsig zu *blick.ch*. Gegen Mittag konnte die technische Störung schliesslich behoben werden.

Unterbrücke beim Online-Ticketshop gibt es immer wieder. Aber dass der Service gleich während sieben Stunden ausfällt, ist auch laut Ginsig «aussergewöhnlich». (alp)

In der Zwischenzeit, Ihre Billette und CHF 1.19/Min. vom Schweizer



Customers Of HSBC In UAE And Gulf Are Enraged With Poor Service From The Company

2 years ago by [Falak Hyat](#)



HSBC customers were dissatisfied and angry over the technical defect that hindered them from withdrawing cash from the ATMs or make use of their credit or debit cards.

HSBC was proactive and instantly posted the news of the technical glitch on twitter to broadcast it to all its customers, but could not control their rage and poor experience of using the banks ATM's and or credit and debit cards.

The customers spoke out feeling helpless, by saying HSBC should have informed its users in advance of the error in the system sooner than they did.

"Our apologies for any inconvenience you may have experienced,"

HSBC said in a post. *"We would like to inform you that the issue has been resolved."*

By then however the customers were angry and had begun to post comments and feedback on social media websites expressing their discontentment with the service. A customer tweeted on twitter saying *"Dear @HSBC_UAE_Help, next time the national network is down, would be nice to be informed by mail or sms, 2nd time in 2w, super annoying."*

This led the bank to inspect on the loss businesses and the bank had faced while customer's retail spending restricted while the cards weren't working. However collected information showed that too much damage hadn't been done and the error lasted about an hour.

"We knew there was a problem because some customers mentioned the inconvenience," said Collette Shannon, a spokeswoman at the supermarket chain, Spinney's. But she said it was "not a major issue".

In the **world of social media** and the ability of people connecting instantly online, should motivate companies to instantly inform customers of errors and problems that they can face while using the service, and instant solutions for customers while they wait for errors to be resolved and business functions to operate smoothly.

«Аэрофлот» восстановил работу системы бронирования после сбоя

PEK daily
11:15, 06.08.2013



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Работа системы бронирования Sabre, которую использует крупнейшая в России авиакомпания «Аэрофлот», полностью восстановлена. Таким образом, пассажиров начали регистрировать на рейсы не вручную, а через электронный сервис, сообщается в пресс-релизе авиаперевозчика.

Сотрудникам авиакомпании пришлось регистрировать пассажиров на рейсы вручную с 8.35, поскольку в работе Sabre по всему миру произошел сбой. В «Аэрофлоте» уточняли, что задержек рейсов из-за сбоя в системе бронирования не произошло, однако извинились перед пассажирами за неудобства. Однако в аэропорту Шереметьево наблюдается скопление пассажиров.

Sabre Holdings — глобальная компания со штаб-квартирой в Техасе. Одноименной системой онлайн-бронирования пользуются около 350 тыс. турагентств, 400 авиакомпаний, 100 тыс. гостиниц. «Любая система дает сбой. Ее восстановили за 1,5 часа - это приемлемое время для такой системы. Отказаться от таких систем все равно не смогут», - уточнил в эфире радиостанции «Сити-FM» исполнительный директор компании Peak Systems Максим Эмм.

Это не единственный сбой в Шереметьево за последнее время. В минувшие выходные в терминале D аэропорта Шереметьево случился сбой, последствия которого до сих пор устраняются. Багажная система отказалась работать, и из-за этого из авиагавани не улетело 6 тыс. чемоданов. Основная причина проблемы — загруженность терминала D, рассчитанного изначально на 9 млн пассажиров в год. Сегодня терминал обслуживает гораздо большее количество людей.



Фото: ИТАР-ТАСС

Статьи по теме

- [Авиакомпании предупредили правительство о возможном росте цен на билеты](#)
- [«Аэрофлот» и S7 заявили о готовности перевезти пассажиров UTair](#)
- [Шереметьево разработало схему транспортного сообщения с новым терминалом](#)

Awaria strony PKP Intercity może potrwać tydzień

2015-07-15 18:09 ▶



Biletu w sieci nie kupisz. Awaria systemu PKP Intercity (fot. sxc.hu)



Jak poinformowało powołując się na swoje ustalenia Radio ZET, problemy z zakupem biletów kolejowych za pośrednictwem strony internetowej intercity.pl mogą potrwać przez tydzień.

Według informacji Radia ZET, PKP wciąż nie ustaliło przyczyny awarii. W tym celu powołano w PKP Informatyka specjalny zespół. Zgodnie z jedną z hipotez awaria zaczęła się od głównego serwera systemu "KURS" - serwera "HP Non Stop". Według ekspertów, z którymi rozmawiali dziennikarze Radia ZET, kolej wykorzystuje stary system, wspomagany wieloma informatycznymi nakładkami.

PKP uspokaja jednak, że przez internet kupowanych jest jedynie 20 proc. biletów, podczas gdy pozostałe 80 proc. to bilety kupione w kasach, biletomatach czy poprzez aplikację mobilną. Co więcej, poprzez stronę intercity.pl istnieje możliwość zakupu biletu, jednak nie każda próba kończy się sukcesem. Na 10 prób zakupu biletu przez internet w 6 przypadkach się to udaje.

Z powodu awarii systemu stanowisko stracił prezes zarządu PKP Informatyka Krzysztof Biniek. Do czasu wyboru nowego szefa spółki, funkcję tę - jako pełniącego obowiązki - będzie sprawować Adam Filutowski, Dyrektor Zarządzający ds. Informatyki i Telekomunikacji Grupy PKP.

Awaria systemu sprzedaży biletów za pośrednictwem strony internetowej intercity.pl trwa od godzin porannych 13 lipca.

Radio ZET, TVP.info



Case Study: National Instruments

Industry:	Technology/Electronics
Location:	United States
Application:	Java applications
Products:	Riverbed AppInternals

The Challenge

- Frequent releases to business-critical public website introduce problems
- Complex conglomeration of web services (300 Java applications running on nearly 200 JVMs) is difficult to debug and troubleshoot
- Performance problems sometimes caused users to lose time spent entering information on the site
- Tension between web support team and application developers over causes of application problems

The Result

- Reduced application troubleshooting time by 90%
- Improved website stability and customer satisfaction with the site
- Reduced issues introduced into production by 20% to 30%
- Decreased MTTR; fewer team meetings needed to resolve issues
- Supported six-fold increase in website updates

“I can’t imagine someone running a site of any real size without this [SteelCentral AppInternals] capability.”

- Eric McCraw, global web systems manager for IT at NI



Case Study: Allianz Turkey

Industry: Finance and Insurance

Location: Turkey

Products: SteelCentral AppResponse, SteelCentral Transaction Analyzer, SteelCentral AppInternals, SteelCentral NetSensor, SteelCentral AppMapper

The Challenge

- Sluggish application response and page loading times
- Troubleshooting and resolving issues took too long
- Delayed information transmission to external agencies

The Result

- Faster application – average page load time reduced by 44%
- Increased usage – average number of page views up by 45%
- Improved service quality – server response time down by 62%
- Faster time to resolution – some application issues are fixed in minutes
- Better reporting and visibility

“It is now much easier to identify issues with the network or application themselves. In some cases, problems that took a long time to solve can now be fixed in minutes.”
- Neval Bircaner, IT governance supervisor at Allianz



Case Study: Linkon

Industry: Services

Location: Sweden

Products: SteelCentral AppResponse, SteelCentral AppInternals

The Challenge

- Long response time on new seat reservation system causing end-user frustration
- Many transactions abandoned, resulting in lost revenue
- Complex IT system makes it difficult to pinpoint source of problem

The Result

- Response time cut from 25 seconds to 200 milliseconds, leading to faster booking process
- Performance issues now quickly analyzed, diagnosed and resolved
- Significant time and money saved

“Abnormal behavior is now spotted in advance and the relevant people are now contacted with concrete information. SteelCentral has enabled us to detect bugs in our production-environment we would never have discovered before. We now have a full overview of how our system actually works .”

- Hans-Olof Sjölander, product and services manager at Linkon

Case Study: Hemit

Industry: Healthcare | Pharmaceutical | Biotech

Location: Norway

Products: SteelCentral AppResponse, SteelCentral Transaction Analyzer, SteelCentral AppInternals

The Challenge

- Slow access to key patient data systems creating inefficiencies
- Extended logon times leading to lower employee productivity
- Complex IT infrastructure meant issues often impossible to resolve

The Result

- Enhanced user productivity
- Performance issues can now be analyzed, diagnosed and resolved
- Fast ROI – within days of implementation
- Greatly improved application performance
- Logon times reduced, producing significant cost savings

“We’ve seen significant productivity improvements. We’ve been able to shave two minutes off the logon time for over 8000 people. With the average number of logons a day being five, we’ve estimated that the productivity improvements equate to around \$60,000 a day.”

- Dagfinn Krog, service operation manager at Hemit



Case Study: Michelin

Industry: Manufacturing

Location: France

Products: SteelCentral

The Challenge

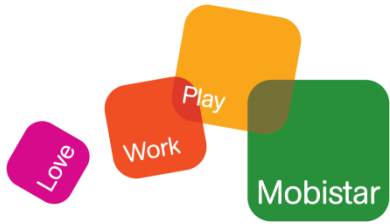
- Auditing applications during development phases
- Ensuring proactive monitoring and diagnosis of application and infrastructure performance

The Result

- Optimized application and infrastructure performance
- Improved diagnosis time thanks to both software and infrastructure root-cause analysis
- End-to-end visibility of applications and infrastructure (during the development phase, in real time and retrospectively)
- Application rollout time reduced by 30%
- Better control of IT investment

“Thanks to Riverbed Performance Management, we are able to support two major processes: qualification of applications during the development phase as well as content visibility of services and business applications.”

- Jean-Noël Simonnet, Chief Infrastructure Architect, Michelin



Case Study: Mobistar

Background

- Publishing, Broadcasting, and Internet
- Inability to quickly troubleshoot performance problems
- No real-time overview of WAN: who's talking to whom, what applications.
- Too much time fire-fighting, no time for new business-critical IT projects

The Result

- A distributed SteelCentral AppResponse solution
- Monitor performance and utilization for all critical applications and links
- Real-time and historical view of a wide range of application and network metrics

Key Benefits

- Much faster problem localization and resolution across the WAN
- Real-time overview of network and application activity for all locations
- Avoiding equipment upgrade by detecting subtle misconfiguration issues
- More time for business-critical IT projects, improved IT support for business strategy

“A few hours after installing the [SteelCentral AppResponse] appliances we were able to start analyzing traffic end-to-end and could begin to deal with our first problems. There was value right out of the box. And within a very short time we tracked down a subtle server configuration problem that was slowing down all corporate e mail. Fixing that was like getting a free server upgrade - a real money saver.”
- Eddy Straetman, network manager