



GET MORE FROM SAAS BY GETTING DOWN TO THE WIRE

The Benefits of Using ExtraHop for Visibility Into Your SaaS Applications



SIMPLICITY, SAVINGS, AND LOST VISIBILITY DON'T ADD UP

SaaS applications help you stay up to date with the latest capabilities and simplify IT management, and 73 percent say nearly all of their apps (more than 80 percent) will be SaaS by 2020. Yet IT teams may still reminisce about the days of knowing how their on-premises apps were performing or not performing—visibility that's lost with SaaS. No application data, no log data, no insight. Just symptoms and hunches.

GAIN A HOLISTIC VIEW OF SAAS PERFORMANCE

The ExtraHop platform helps you dig into the performance of SaaS applications such as Office365 even though the application is hosted outside of your control. You can monitor performance in real time to accelerate deployments, keep SaaS vendors accountable, and ensure the business is supported.

STOP THE BLAME GAME

When issues arise with SaaS application performance, IT teams need a way to determine "Is it my environment or something within our software vendor's cloud?" ExtraHop analyzes SaaS traffic to answer this question. Without requiring the vendor's encryption certificate, ExtraHop can analyze SaaS performance on the network in three different ways: First, by IP address; then exact hostname match; and, if that fails, comparing hostname and certificate subjects. This data can then be visualized in dashboards so you can glean insights and actionable context.

The result for IT teams is the insights they need to reach out to SaaS vendors when all signs point to them, helping reinforce service level agreements. At the same time, this knowledge can help IT prove its innocence and help accelerate Office365 and other SaaS deployments.

“ With ExtraHop, it's the difference between the vendor believing us and the vendor not believing us—or the difference between getting to the root cause of a problem now versus getting to the root cause of a problem weeks from now. ”

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MONITOR SAAS APP PERFORMANCE ON THE WIRE

Getting to the root of SaaS application performance issues starts with key indicators:

- ▶ What's impacting throughput and how much traffic is dedicated to a given service?
- ▶ How is traffic performing, is there significant latency, and is communication breaking down?
- ▶ Is the issue affecting all users or just a subset?

ExtraHop shines a spotlight on the SaaS traffic traversing your network by utilizing the service URLs and IP Address Ranges published by the ISV and performing real user monitoring based on wire data. ExtraHop then generates objective, real-time insights into what's working or failing in your network—and what's working or likely failing on the vendor's side. What's more, ExtraHop can monitor any SaaS or on-premises app your business uses.

COMPLEMENT APM TOOLS YOU'RE ALREADY USING

By providing objective wire data, ExtraHop complements the app and log monitoring solutions you may already use, such as:



Organizations that have Splunk deployed understand the value of IT analytics and appreciate the ability to stream metrics from ExtraHop into Splunk. The precision of wire data improves Splunk's analysis capabilities, as many aspects of performance and security cannot be found in logs.



AppDynamics and ExtraHop often partner in engagements when the customer wants visibility into custom-built applications, as well as the broader IT environment. Notably, ExtraHop offers visibility into packaged applications (such as SAP or Epic) that cannot be instrumented with software agents.

GAIN VISIBILITY INTO OFFICE 365 WITH EXTRAHOP

To learn how ExtraHop can offer complete visibility for vendor-provided applications, greater speed to response, and an open and adaptable platform to grow with your increasingly SaaS-centric business, check out the ExtraHop + Office 365 whitepaper.

READ THE OFFICE 365 WHITE PAPER

WWW.EXTRAHOP.COM/OFFICE365

ABOUT EXTRAHOP NETWORKS

ExtraHop makes data-driven IT a reality. By applying real-time analytics and machine learning to all digital interactions, ExtraHop delivers instant and unbiased insights. IT leaders turn to ExtraHop first to help them make faster, better-informed decisions that improve performance, security, and digital experience. Just ask the hundreds of global ExtraHop customers, including Sony, Lockheed Martin, Microsoft, Adobe, and Google.

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