KEEPING SOFTWARE VENDORS HONEST IN A SAAS-CENTRIC WORLD

Ever try to prove a performance issue is because of your SaaS vendor's application? Chances are, they'll either blame your network infrastructure or chalk it up to user error. **Proving them wrong used to be impossible, but the truth is out there—on the wire.**

AHH, THE GOOD OLD DAYS

Most applications were hosted on-premises

You had good visibility into and control over performance

SORRY IT OPS
What happens in your SaaS vendor's data center stays in their data center.

You have little or no visibility into their performance, just symptoms and hunches

More applications are SaaS and hosted outside of your control
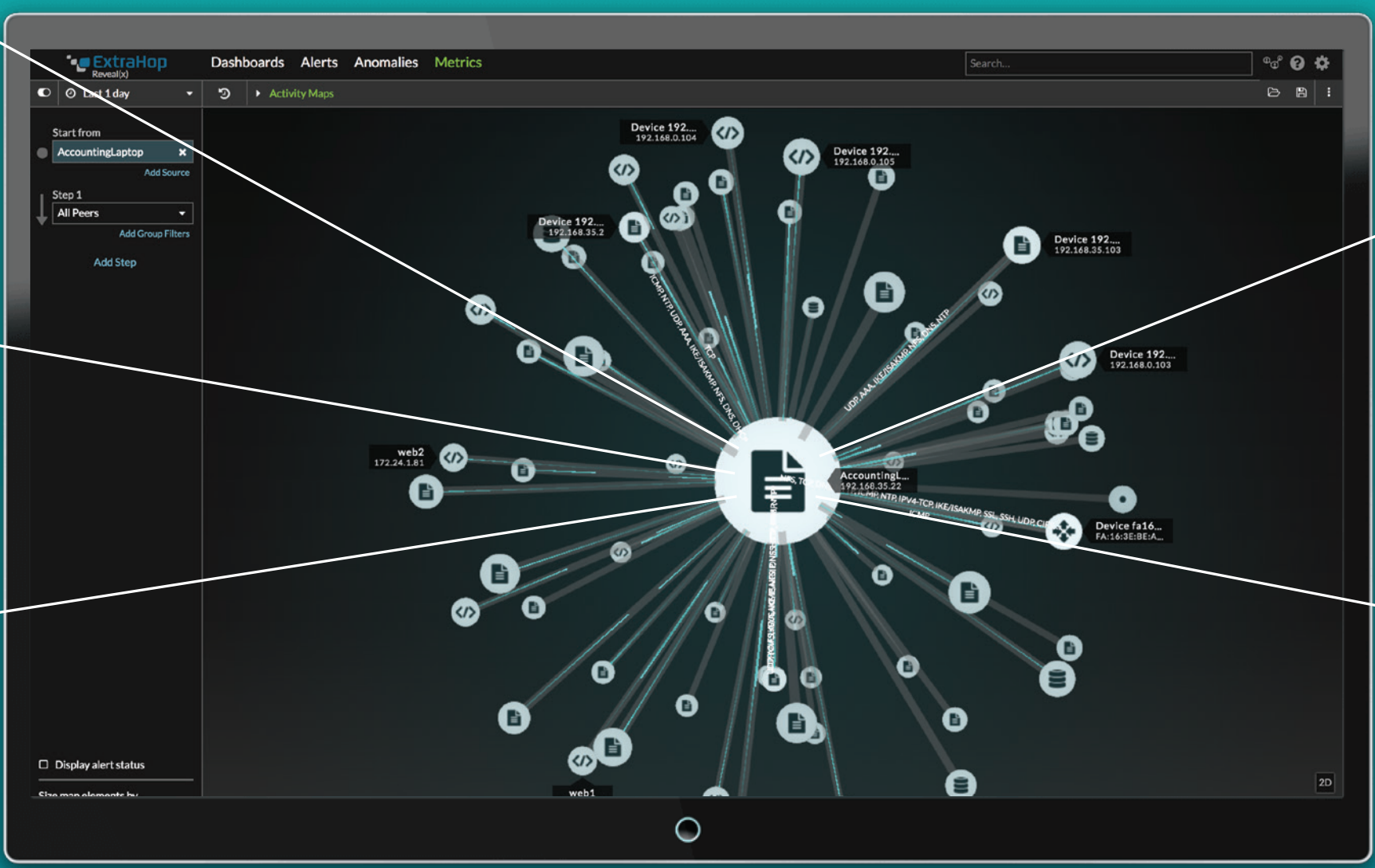
THE GOOD NEWS

There's untapped application and services insight in your network. Monitoring the data already in motion in your infrastructure ("the wire") offers a much more objective source of information

Analyze all application communications on the network

See application performance even when you aren't hosting it

Validate application usage

Provide deeper insight by monitoring all of the raw bits flowing between hosts

Reveal network delivery issues

IS THE APPLICATION PERFORMANCE ISSUE
OUR FAULT OR OUR VENDOR'S?

OUR NETWORK

NETWORK CONNECTIVITY?

NETWORK SATURATION?

HOW MUCH TRAFFIC IS DEDICATED TO A GIVEN SERVICE?

WHAT'S IMPACTING THROUGHPUT?

THEIR SAAS NETWORK

SERVER & APPLICATION RESPONSE?

IS THERE A COMMUNICATION BREAKDOWN?

GEOGRAPHIC LATENCY?

IS THE ISSUE AFFECTING ALL USERS OR A SUBSET?

ARM YOURSELF WITH THE INSIGHT TO FIX IT YOURSELF OR MAKE YOUR VENDOR ACT

Keep your IT staff productive by reducing MTTR

Support high user productivity

Save time by avoiding the "blame game" with vendors

Hold vendors accountable for performance SLAs

Make business stakeholders happy by improving application performance

READ THE WHITE PAPER

Protecting Your SaaS Investment: Monitoring Office 365 Performance

ExtraHop

KNOW EVERYTHING. FEAR NOTHING.