

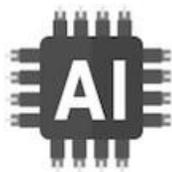
# Staying Afloat in the Cloud

Application Performance Management during and after cloud migration.

## Staying Afloat in the Cloud

A frequently overlooked aspect of migrating to the cloud is the management of application performance during and after a move. Understanding how a migration might affect operations downstream provides crucial insights into how agencies are digitally transforming their missions, to include improving workforce productivity and mission velocity. Swish's End User Experience (EUE) managed services, powered by Riverbed Aternity, help agencies gain unique performance insights, whether they are undertaking an initial journey to the cloud or have been down that road multiple times.

Aternity assists information technology support staff by providing visibility into end users' experience as they access and use cloud-based applications on any device. Those insights help agency IT workers understand and analyze thorny challenges, such as crashing applications, slow desktops, unreliable infrastructure and user errors. The lead manager of a Microsoft Office 365 migration, for example, can see what users experience and what transactions or sites are failing. With those insights, a support desk can proactively reach out to people who are having problems or apply auto-remediation actions. The result is happier users and lower IT operational costs due to fewer help desk tickets.



Find and fix faster using APM with big data and Artificial Intelligence

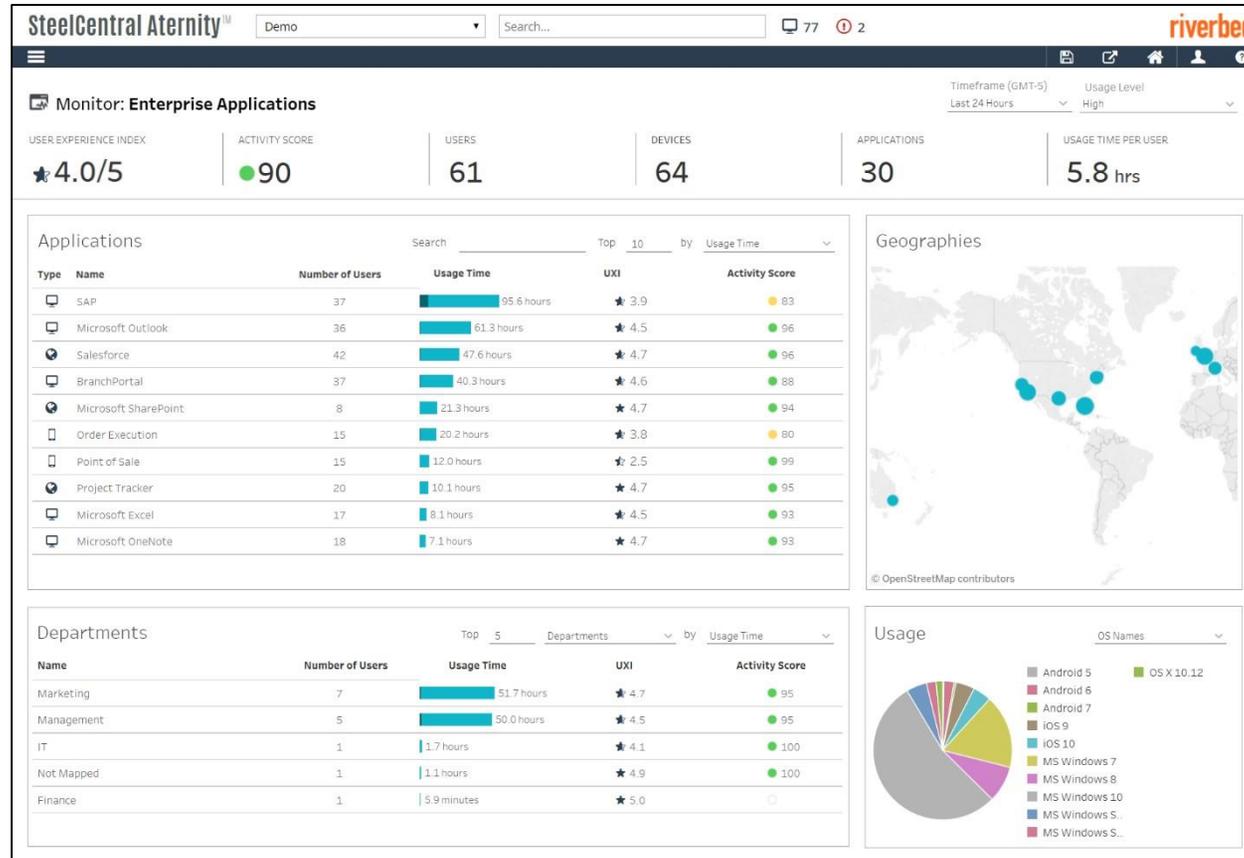


Boost DevOps productivity



Shift from reactive to proactive mode to improve mission outcomes





Agencies can also glean insights into specific lines of business, desktops, applications, networks, and SaaS providers. These granular end-to-end perspectives empower the service desk to rapidly triage issues to the proper team for corrective action. This helps organizations optimize time to resolution and forge more generative cultures based on teamwork, instead of finger pointing.

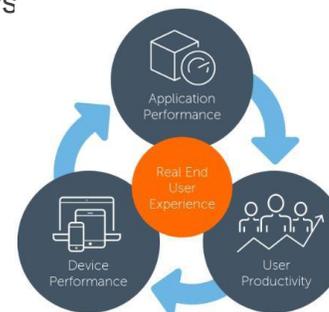


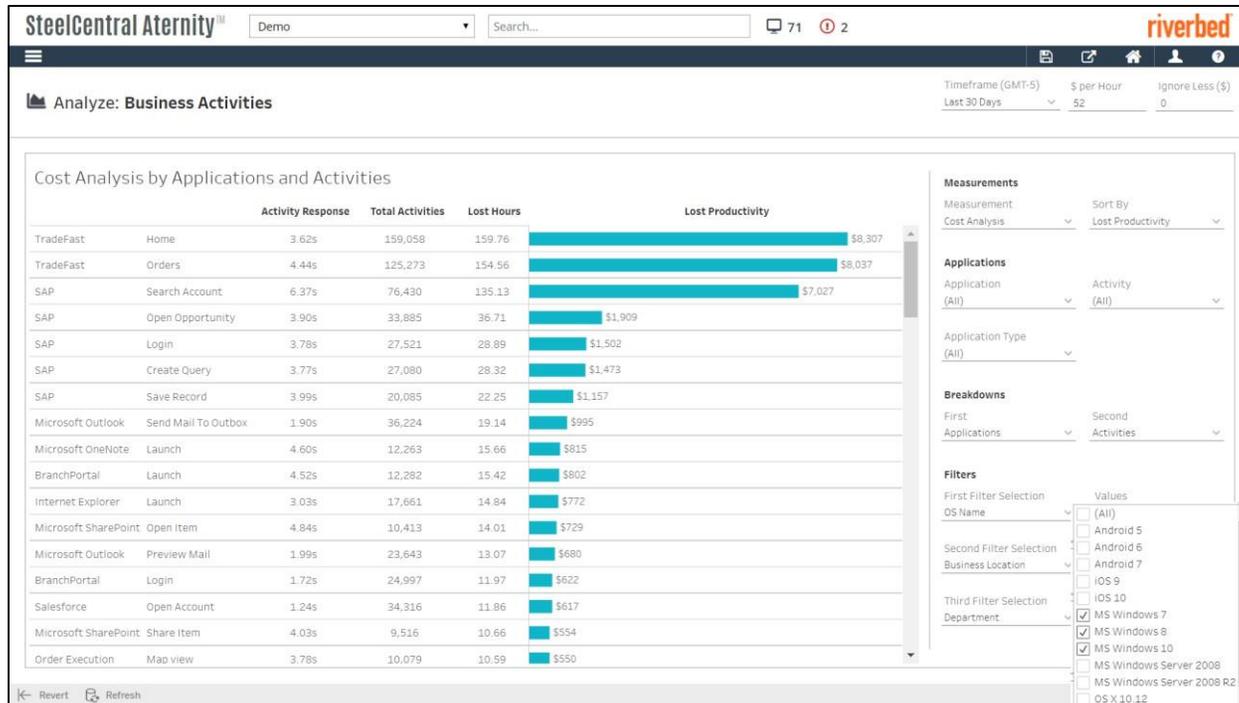
Similarly, Aternity shows how applications are performing from an enterprise perspective, such as how they comply with service levels. Measuring performance at the host-level uniquely enables Aternity to monitor both internal applications, as well as, externally hosted SaaS applications. When the system detects a deviation, Aternity generates a problem alert which helps the service desk find and fix issues quickly.

“Aternity provides intelligent insights into how business transactions, applications, networks, and end user devices are functioning across the agency, whether you own the application or not. This is quite valuable with shared service models between government agencies or SaaS applications hosted by external providers.” says Sean Applegate, Chief Technology Officer at SwishData, a Riverbed partner.

Benefits of Aternity include the ability to rapidly analyze changes and validate the impact from both business and technical perspectives. Another benefit is the ability to measure employees’ productivity and the financial cost of slow line-of-business transactions. Agencies can easily find key business constraints, take corrective action to optimize, and confidently quantify improved employee productivity.

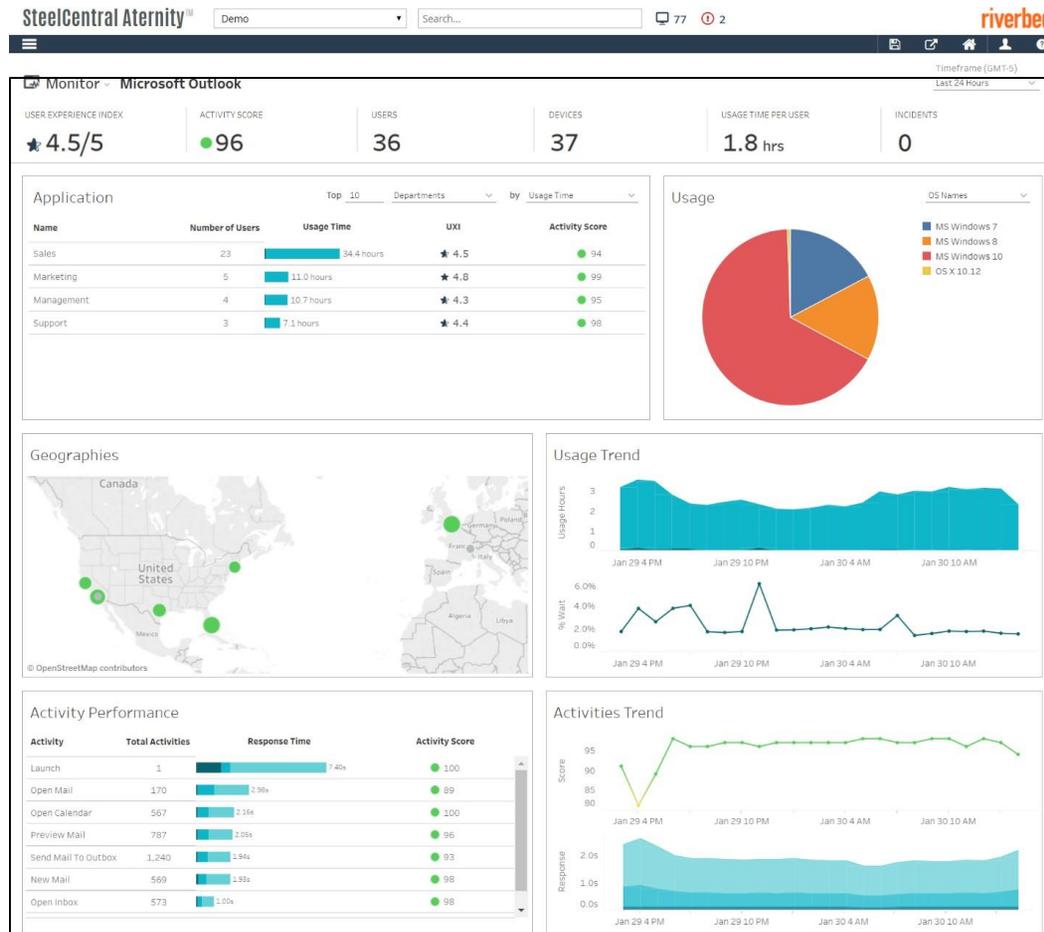
“Aternity allows us to find key constraints and make targeted improvements in applications so they have the most positive impact on mission activities across global workforces,” Applegate says



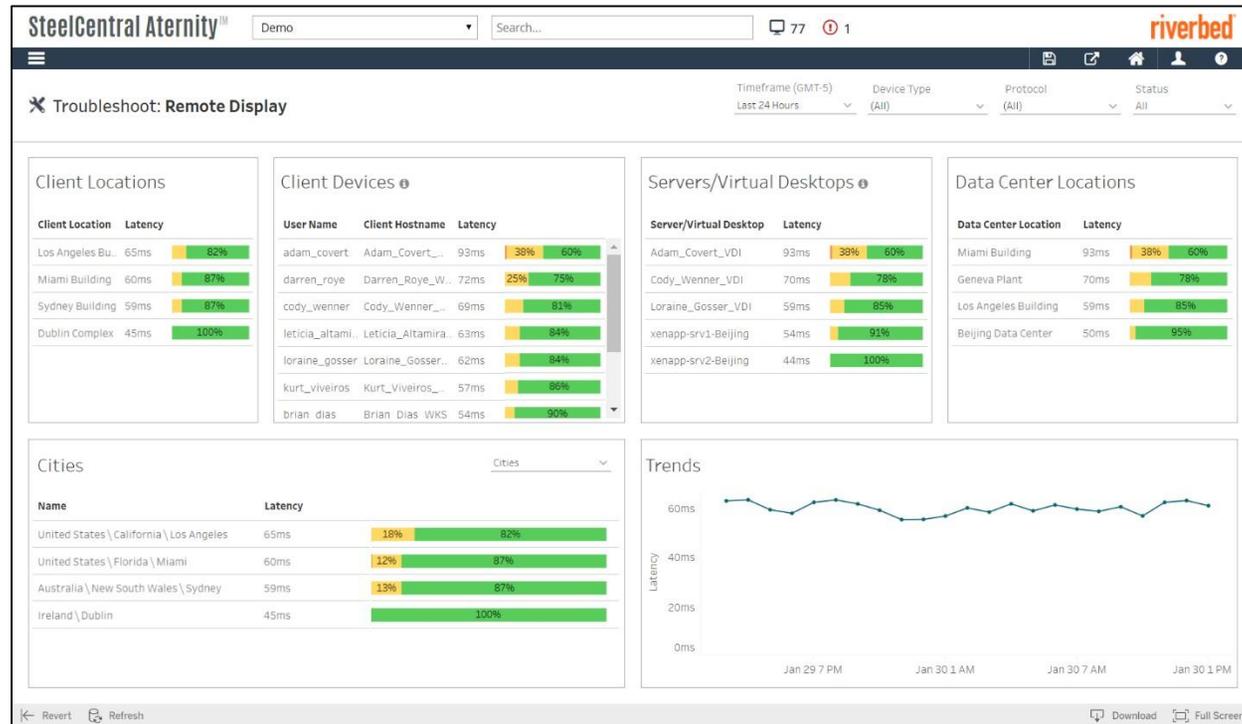


Many organizations adopting Office365 find Aternity valuable for deep insights into Office desktop applications and Office365 online resources during adoption and long-term operations. Organizations adopting Office365 can easily monitor the health and experience of cohorts of users as they are onboarded. If issues arise, such as performance slowdowns or security policies blocking transactions, Aternity will proactively find them before large groups of users call in complaining of problems. For organizations adopting Skype or Microsoft Teams, the VoIP call quality monitoring allows for rapid insight into which users and locations are experiencing poor sound so service desks can correct the issues.

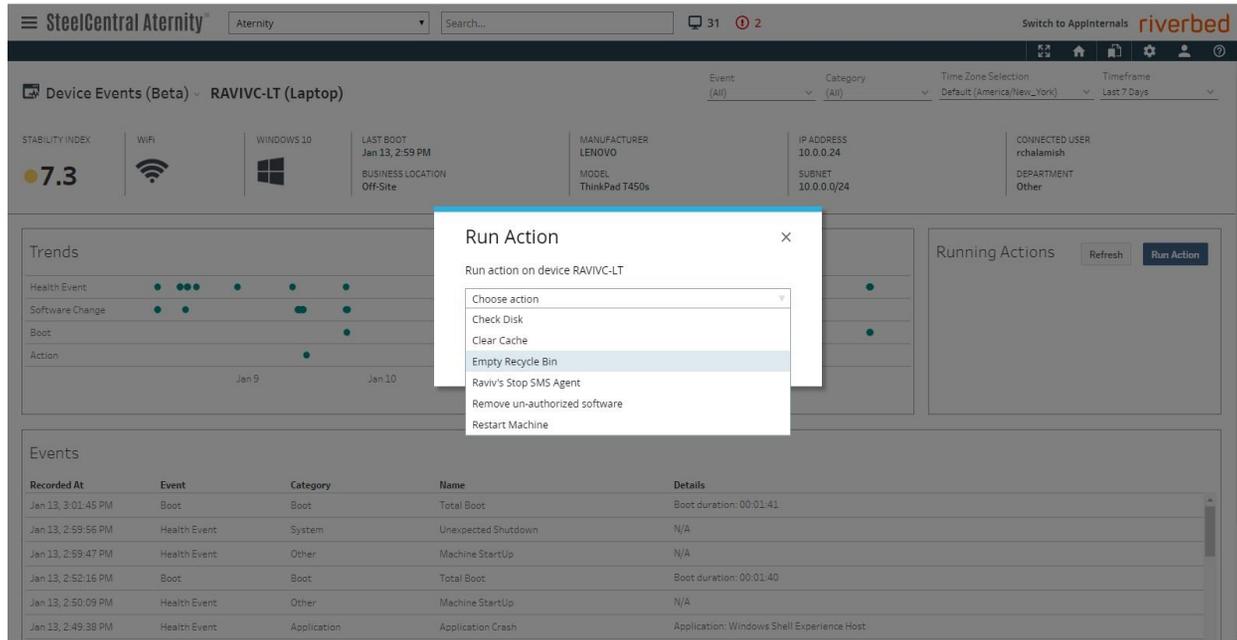




For organizations adopting Virtual Desktops or Virtual Applications, Aternity can be combined with Riverbed's AppResponse application-ware network analysis to uniquely analyze both front-end and back-end issues impacting users. This addresses long-standing challenges such as troubleshooting virtual desktops and applications where legacy monitoring tools were unable to stitch together performance insights.



For service desks looking to reduce Mean-Time-To-Repair (MTTR) Aternity's auto-remediation capability is extremely powerful. Aternity looks for known Windows log issues and provides customizable auto-remediation capabilities which Tier 1 analysts can apply with the click of a button.



The screenshot shows the SteelCentral Aternity interface for device RAVIVC-LT (Laptop). A 'Run Action' dialog box is open, displaying a list of actions to be performed on the device. The actions include: Choose action, Check Disk, Clear Cache, Empty Recycle Bin (highlighted), Raviv's Stop SMS Agent, Remove un-authorized software, and Restart Machine. The background interface shows various system metrics and a table of events.

Recorded At	Event	Category	Name	Details
Jan 13, 3:01:45 PM	Boot	Boot	Total Boot	Boot duration: 00:01:41
Jan 13, 2:59:56 PM	Health Event	System	Unexpected Shutdown	N/A
Jan 13, 2:59:47 PM	Health Event	Other	Machine StartUp	N/A
Jan 13, 2:52:16 PM	Boot	Boot	Total Boot	Boot duration: 00:01:40
Jan 13, 2:50:09 PM	Health Event	Other	Machine StartUp	N/A
Jan 13, 2:49:38 PM	Health Event	Application	Application Crash	Application: Windows Shell Experience Host

In other cases, Aternity's auto-remediation will present end users with a self-service dialog box on their desktop from which they can choose to fix their own issue. Auto-remediation empowers high velocity operations, reduces IT operational costs, and for performance-based contracts, can greatly improve KPIs.

In today's digital government, CIOs, Lines of Business and IT staff can't afford to not monitor shared services, SaaS applications and key business transactions. Swish's EUE managed services, powered by Riverbed's Aternity, empower organizations with keen performance insights and advisory services to understand and optimize their investments in the cloud.





## About Swish

Swish is a customer-centric, specialized integrator with an engineering first culture. Swish focuses on IT Modernization, Performance and Cybersecurity solutions. Swish strives to bring value to clients through continuous improvement expertise; robust services, superior engineering and creative solutions. To learn more, please visit: [www.swishdata.com](http://www.swishdata.com).

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