



Yelp & AppNeta:

Tracking milestones for Yelp's most business-critical SaaS

Company Background

Companies like Yelp that were born from the Internet were trailblazers in their ability to operate a highly decentralized, cloud-centric operation. Now, highly-distributed enterprise networks like Yelp's are exploding in popularity, as businesses across industries now turn to SaaS and cloud computing solutions to streamline efficiencies in every area of the business, from the ways they connect remote workers to the tools teams use to execute important projects.

At Yelp, whose website and mobile app are among the most popular business review platforms on the planet, the corporate engineering team leverages AppNeta Performance Manager to help track the performance milestones of their most business-critical connections and applications, from JIRA for task control to their entire enterprise resource management (ERM) suite powered by Oracle and Salesforce.

Thousands of Yelp employees access network resources supported by the corporate engineering team (all needing access to G Suite and Workday tools) and more than half of Yelp's workforce require regular access to Salesforce, for starters. In total, the Yelp team leverages AppNeta to monitor more than 30 apps across the entire organization, relying on the platform's ability to deliver "point-in-time" insights into how tools are performing that have been invaluable to proving innocence when performance issues arise.

One such instance where Yelp was able to get ahead of performance issues was in quickly diagnosing a performance bottleneck across one of the VPN pathways supporting access to Yelp's suite of Oracle financial solutions.



INDUSTRY: LOCAL SEARCH, BUSINESS RATINGS AND REVIEWS, ONLINE FOOD DELIVERY

COMPANY SIZE: 5,950 EMPLOYEES

LOCATION: SAN FRANCISCO

Zeroing in on “point-in-time” issues critical to proving innocence

One of Yelp’s critical internal teams relies on smooth and performant access to their Oracle suite, and dedicates an entire IT systems unit to performance assurance to ensure this core function never goes offline.

Tim Go, a Systems Engineer with Yelp, noticed that users from his team and others in the company started having issues logging into their Oracle system, which supports essential day-to-day business and is core to the company. Before the issue became chronic, Go turned to AppNeta and confirmed by looking at the platform’s Network Transport Time dashboard there was high latency over this specific vendor connection.

Thanks to AppNeta’s active approach to network testing, the team was able to diagnose the issue and prove innocence, identifying an issue with their vendor’s VPN gateway that was restricting log-in access from Yelp accounts, causing the aforementioned bottleneck. The team leveraged AppNeta’s Experience testing to confirm that the issue didn’t fall on Yelp’s network or systems, and shared visuals and historical data gleaned from AppNeta Performance Manager with Oracle to help ensure swift resolution.



The Yelp IT team leveraged AppNeta’s Experience testing to confirm login issues didn’t fall on Yelp’s network or systems, and shared visuals and historical data gleaned from AppNeta Performance Manager to help ensure swift resolution.

Historical data proves innocence, and speeds up resolution

Because AppNeta had been so well integrated into Yelp’s management and monitoring workflow, Go and his team wasted no time in zeroing in on an issue that may have otherwise required a suite of solutions to spot -- especially since fault lied on the VPN access to Oracle and not Yelp’s own network, calling for a vendor-neutral approach to monitoring that only AppNeta can deliver.

Using a single dashboard, Go’s team was able to not only confirm performance bottlenecks before they proliferated but also prove his team’s innocence by zeroing in on the vendor whose technologies were causing the issues to begin with.

And because Go was able to provide Oracle with historical data regarding performance from their shared connection, the issue was quickly resolved before it escalated.

When teams can simplify their monitoring via a comprehensive solution like AppNeta, issues like these can be tackled quickly, saving the business time and money. Because Yelp’s team can rest assured knowing that their SaaS milestones are constantly being tracked and alerted upon, they can stay focused on more important projects and switch gears quickly when alarms are raised. This instills faith in the company’s IT team to tackle issues as they arise more effectively while steering larger, more transformational network projects to success in the future.

To learn more about how AppNeta helps enterprise teams streamlining their management, request a Demo.

ABOUT APPNETA

AppNeta is the only network performance monitoring solution that delivers deep, actionable, end-to-end network performance data from the end-user perspective. With AppNeta’s SaaS-based solution, IT and Network Ops teams at large, distributed enterprises can quickly pinpoint issues that affect network and business-critical cloud application performance, regardless of where they occur. AppNeta is trusted by some of the biggest Fortune 1000 companies, including 3 out of the 5 largest corporations in the world, as well as 4 out of the 5 largest cloud providers.

1.800.508.5233 | SALES@APPNETA.COM | [APPNETA.COM](https://www.appneta.com)