

riverbed[®]

EBOOK

Our Customer Voices

How Riverbed is driving transformation across every industry

Introduction

Worldwide, Industry-Wide Success Stories

A click today is everything. Whether it's in the office, at home or anywhere else, and at any time of the day or night, that action comes with intent and expectation – of a flawless digital experience. These experiences are the heartbeat of the fierce and competitive digital-first world we live and work in.

At Riverbed, we pride ourselves on meeting and exceeding these relentless expectations for organizations worldwide, across every industry.

We've compiled this collection of customer success stories so you can further explore and understand our Alluvio Unified Observability and Riverbed Acceleration solutions, the transformation they drive for businesses like yours, and the results they could empower you to achieve.

We hope you find these stories insightful and inspiring, and look forward to working with you soon.



RIVERBED FAST FACTS:

Founded in
2002

Recognized as a leader in
Gartner Magic Quadrants
x15

6 million+
end-points

Thousands of active
customers including
95%
of Fortune 100

Operating in
88
countries

325+
technology patents



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Artelia

International engineering and project management company transforms user experience and cyber security with Alluvio solutions by Riverbed.



Company:
Artelia

Headquarters:
France

- Featured Solutions:
- Alluvio Aternity DEM
 - Alluvio NetProfiler
 - Alluvio Portal
 - Alluvio Flow Gateway



Visibility across networks, applications and end-users



Mean Time to Identify (MTTI) cyberattacks reduced



Better user experience even when WFH



Ability to make informed decisions

“Having such a strong partnership with Riverbed to support and reassure our customers their data is safe and the service is available 24/7 is mission-critical for us.”

Antoine Labrosse
Chief Digital Officer at Artelia

[Read full case study](#)

[Watch video](#)



EDF in the UK

UK energy firm exceeds end-user expectations by providing a seamless digital experience.



Company:
EDF in the UK

Headquarters:
UK

Featured Solutions:
• Alluvio Aternity DEM



Visibility and transparency of applications and networks



Ability to proactively manage issues



Decisions made on data rather than anecdotal feedback

“We’ve completely transformed the way we manage issues, moving from being reactive to proactive and now we can actually foresee and manage issues before they arise.”

Donna Lloyd
Senior Enterprise Product Manager, Platforms & Enablement, Enterprise IT, EDF

[Read full case study](#)

Global Credit Union

Global Credit Union leverages Alluvio by Riverbed, gaining visibility and actionable insights to deliver high-quality employee and member experiences.



Company:
Global Credit Union

Headquarters:
USA

- Featured Solutions:
- Alluvio AppResponse
 - Alluvio NetProfiler
 - Alluvio NetIM
 - Alluvio Aternity DEM
 - Alluvio IQ

150+ Incidents reduced monthly

 Visibility of entire environment

 Locations where critical applications can be overseen

 Pinpoint where SLAs are not being met by other vendors

 Ability to oversee critical applications across 72 locations

“The Alluvio unified observability solution from Riverbed has given us the ability to provide a stable, high performing environment for our users, which translates to high quality experiences for hundreds of thousands of members.”

Doug Horner
Senior Vice President of IM Operations at Global Credit Union

[Read full case study](#)

[Watch video](#)



Halkbank

Turkish bank delivers exponential digital banking growth and improves digital experience for users with Alluvio Network Monitoring Solutions.



Company:
Halkbank

Headquarters:
Turkey

Featured Solutions:

- Alluvio NPM
- Alluvio AppResponse
- Alluvio Portal
- Riverbed WAN Optimization

40+ Business-critical applications monitored



Proactively identifies any performance issues



Zero downtime on mobile platform

“Thanks to Riverbed, we’ve had no downtime on our mobile platform at all over the past two years, despite more than double the volume of traffic.”

Namık Kemal Uçkan
Head of IT Operations at Halkbank

[Read full case study](#)

Princess Alexandra Hospital NHS Trust

UK based NHS Trust boosts productivity for clinical staff whilst maintaining a high level of patient care and saving costs.



Company:
Princess Alexandra Hospital NHS Trust

Headquarters:
UK

Featured Solutions:
• Alluvio Aternity DEM

Up to **3M** Saved in IT costs over 5 years

99% Reduction in SLA breaches

700 Hours saved per quarter of unresponsive blue screens

“Over a 5-year period we will save around £2.5 million to £3 million in terms of total IT costs using Alluvio Aternity. This is fantastic as the funds can be spent on other vital improvements for patient care.”

Jeffrey Wood
Deputy Director of ICT at Princess Alexandra Hospital NHS Trust

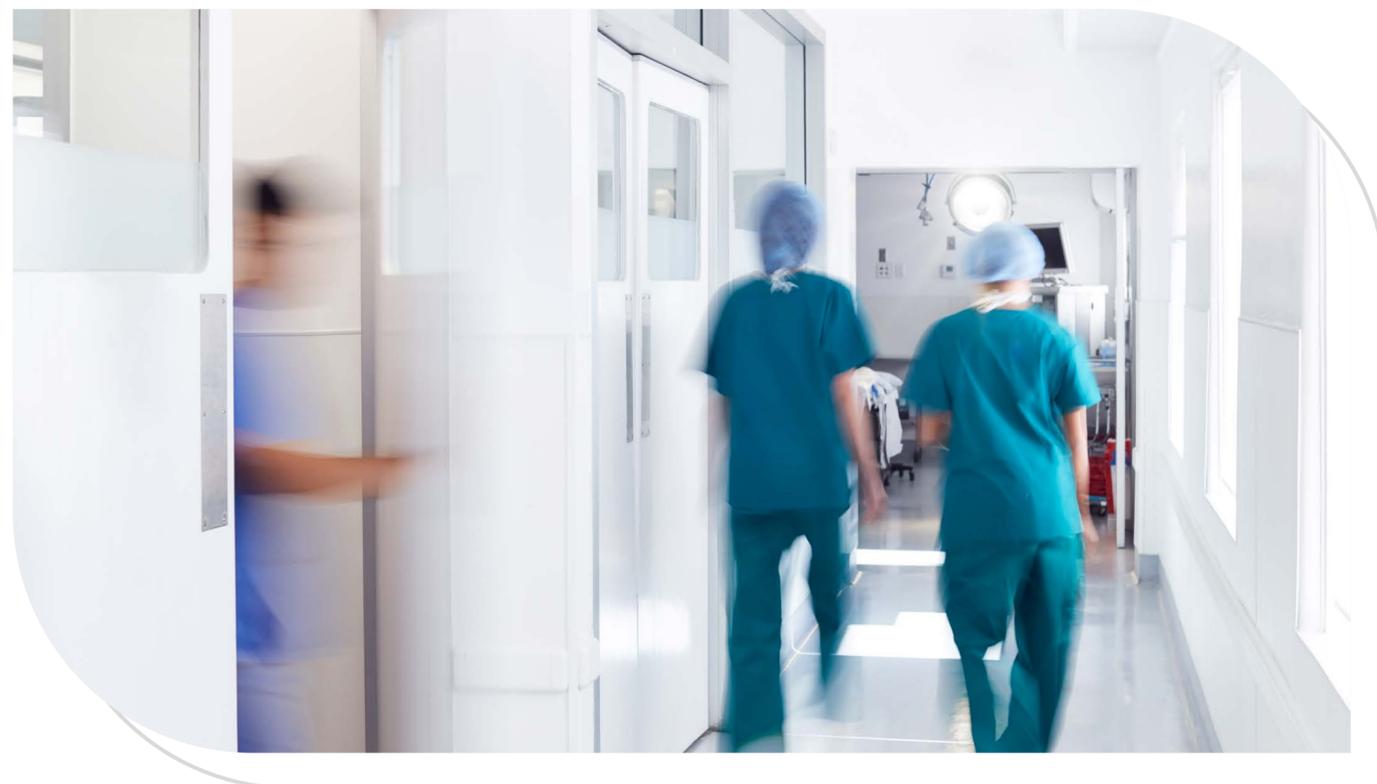
[Read full case study](#)

[Watch video](#)



Kent Community Health NHS Foundation Trust

UK-based NHS Trust deploys Alluvio Aternity to enhance their digital experience and improve patient pathways.



Company:
Kent Community Health
NHS Foundation Trust

Headquarters:
UK

Featured Solutions:
• Alluvio Aternity DEM

38% Reduction in asset refreshes

 Supporting sustainability goals & lowering costs

99% Reduction in number of specific Blue Screens

“Aternity showed us we wouldn’t need to replace 42% of our 1784 devices aged 5 years or older. This has meant that we have already returned our investment in Alluvio Aternity.”

Darren Spinks
Head of IT Operations at Kent Community Health NHS Foundation Trust

[Read full case study](#)

Quarles

Law firm boosts document transfer speed and reduces costs by implementing Riverbed Acceleration Solutions.



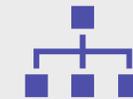
Company:
Quarles

Headquarters:
USA

Featured Solutions:
• Riverbed WAN Optimization
• Riverbed Client Accelerator



Accelerated applications and file transfers regardless of location



Maximized network performance and reduced latency



Less investment in bandwidth and operational fees

“Riverbed Acceleration Solutions make our end users a lot more efficient across the board.”

James Oryszczyn
Director of Security and Network Services at Quarles

[Read full case study](#)



ELARABY

ELARABY enhances employee user experience and data optimization with Riverbed in a cloud-based world.



Company:
ELARABY

Headquarters:
Egypt

Featured Solutions:

- Riverbed SAAS Accelerator
- Riverbed Cloud Accelerator
- Riverbed WAN Optimization

60%

Less data transmission between sites, resulting in 900GB less data per day



Delivers a **faster** user experience on Microsoft 365



Increase in data transfer between sites



No increase in cost

“We wanted a solution that could compress data before sending it between sites. We could see immediately how Riverbed’s technology could address latency.”

Medhat ElAraby
Vice President at ELARABY Group

[Read full case study](#)



Keysight Technologies

Electronics manufacturing firm leverages Alluvio and Riverbed Acceleration solutions to gain network visibility and enable faster troubleshooting and better performance.

Company:
Keysight Technologies

Headquarters:
USA

- Featured Solutions:
- Alluvio AppResponse
 - Alluvio NetProfiler
 - Riverbed WAN Optimization

25% Improvement in network performance

>25% Improvement in application performance, increasing productivity of engineers



Improved disaster recovery strategy with faster backups



“Today we’ve incorporated Alluvio AppResponse throughout our system. It enables us to proactively identify and resolve potential issues before any tickets are raised, resulting in near-zero tickets.”

Ray Schumacher
Network Architect at Keysight Technologies

[Read full case study](#)



Tate & Lyle

FTSE 250 global supplier of food and beverage ingredients reduces software costs and improves network visibility to deliver a transformative user experience.

Company:
Tate & Lyle

Headquarters:
UK

Featured Solutions:
• Alluvio Aternity DEM



Reduced software costs



Improved network visibility



Better decision making



Improved employee productivity



“I would 100% recommend Alluvio Aternity. It’s one of the first tools the team open on a daily basis and it has become an essential resource.”

Brett Edwards
Global IT User Adoption Manager at Tate & Lyle

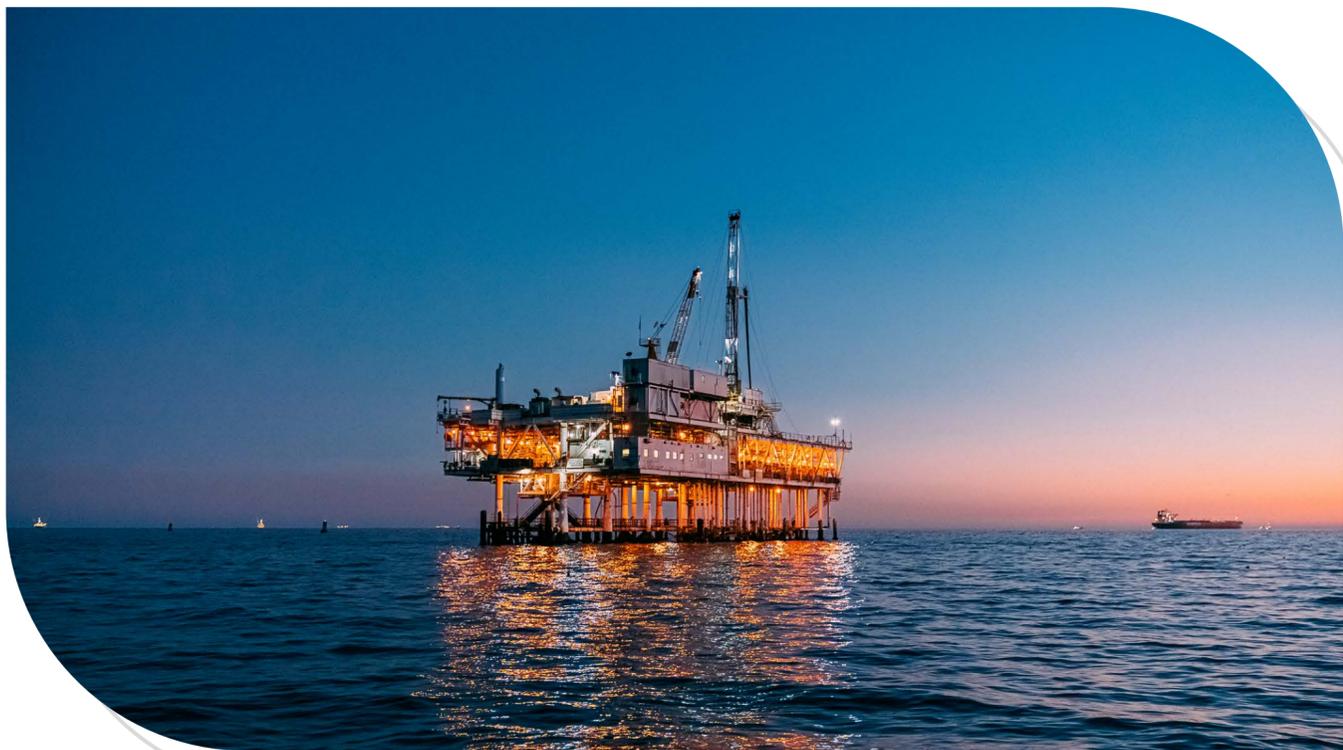
[Read full case study](#)

[Watch video](#)



Shelf Drilling

Shelf Drilling improves user experience and boosts operational efficiency across remote locations with Riverbed.



Company:
Shelf Drilling

Headquarters:
UAE

Featured Solutions:
• Alluvio NPM
• Riverbed SAAS Accelerator
• Riverbed WAN Optimization

50% Compression rate on 1.2 terabytes of email data



Access applications faster, due to less latency

67% Average rate per month traffic optimization



Enabling a first-class customer experience

“Riverbed makes it much easier to manage, so we can continue generating revenue and provide a first-class experience to our customers.”

Mohammed Al Baqari
Network and Information Security Manager at Shelf Drilling

[Read full case study](#)



SVD Büromanagement GmbH

SVD Büromanagement GmbH improves visibility into applications, networks and systems transforming customer experience with Riverbed.



Company:
SVD Büromanagement GmbH

Headquarters:
Austria

Featured Solutions:
• Alluvio AppResponse
• Alluvio Portal
• Alluvio APM



Ability to measure and diagnose service quality



Ability to trace transactions to find inefficiencies



A single viewpoint providing complete end-to-end visibility

“Alluvio AppResponse gives us a single viewpoint from which we have complete end-to-end visibility. We’re able to monitor the application stack, network, systems and the user experience delivered in real-time.”

Markus Tacho
Head of IT Operations at SVD Büromanagement GmbH

[Read full case study](#)



Intel

With Intel’s engineering expertise and Aternity’s groundbreaking DEM platform working together, IT teams gain the only truly complete view of the digital experience for businesses, employees and customers.



Company:
Intel

Headquarters:
USA

Featured Solutions:
• Alluvio Aternity DEM

160k Devices using Alluvio Aternity



Ability to drill down to a device to troubleshoot



High employee satisfaction

“These deep insights, made possible by Aternity DEM data, pave the way for more uptime, productivity, and cost savings. Aternity DEM also helps our IT teams resolve issues predictively and proactively, ultimately leading to increased employee happiness.”

Julian Braham
Principal Engineer at Intel

[Read full case study](#)

[Watch video](#)





Alluvio Unified Observability and Acceleration Portfolios from Riverbed

Alluvio Unified Observability

Riverbed's [Alluvio Unified Observability](#) portfolio enables organizations to unify data, actions and insights across the entire digital ecosystem. By leveraging Riverbed's advanced capabilities, companies can optimize their digital experiences, enhance operational efficiency, and drive performance and business growth.

The [Alluvio Unified Observability](#) portfolio includes:

- [Alluvio IQ](#): A SaaS-delivered unified observability service that leverages AI and automation to surface impactful issues with context to solve problems fast.
- Industry-leading visibility tools for [Network Performance Management \(NPM\)](#) and [Digital Experience Management \(DEM\)](#), which encompasses [Application Performance Management \(APM\)](#) and [End User Experience Monitoring \(EUEM\)](#).

Riverbed Acceleration

Riverbed Acceleration solutions empower users to harness the full potential of enterprise applications and services, regardless of their location – be it mobile, remote, or on-premises. The Riverbed Acceleration portfolio is specifically designed to address common network performance challenges such as latency and congestion. With Riverbed Acceleration, users experience peak speed and seamless performance, enabling them to maximize their productivity and enjoy more delightful digital experiences.

Products in the [Acceleration](#) portfolio include:

- [Riverbed® SteelHead](#): The world's #1 WAN optimization solution offers industry-leading secure optimization of all applications across networks for **99%** data reduction and **33x** faster application performance.
- [Riverbed Cloud Accelerator](#): Optimizes and accelerates cloud-based applications, enhancing performance and user experience.
- [Riverbed Client Accelerator](#): Extends best-in-class WAN optimization and app acceleration technology to remote users for fast and secure access to on-prem, IaaS, and SaaS-based apps across any network.



Want to know more?
Read the full case studies online.

[Read more](#)

To receive a demo or find out more information,
please visit www.riverbed.com/contact-us

Riverbed – Empower the Experience

Riverbed is the only company with the collective richness of telemetry from network to app to end user that illuminates and then accelerates every interaction so that users get the flawless digital experience they expect across the entire digital ecosystem. Riverbed offers two industry-leading solution areas – Alluvio by Riverbed, an innovative and differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app over any network to users, whether mobile, remote, or on-prem. Together with our thousands of partners, and market-leading customers across the world, we empower every click, every digital experience. Learn more at riverbed.com.

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