

Dow



Dow Enhances Digital Experience and Productivity through partnership with Kyndryl & Riverbed

Dow leverages partners Riverbed® and Kyndryl to enhance device performance and reliability, resulting in a 50% reduction in system crashes and a 16% boost in employee productivity.

50% reduction in system crashes
16% boost in productivity

In Brief

Challenges

- System crashes impacting employee productivity
- Need for proactive device management to improve digital experiences

Solution

- Adoption of Riverbed’s Aternity Digital Employee Experience (DEX) solution for holistic device monitoring
- Partnering with Kyndryl to transform the company’s device management program end-to-end

Benefits

- 50% reduction in system crashes, 5% increase in app performance
- Preemptive issue resolution, enhancing employee productivity by 16%
- Optimization of digital journey and experience for end-users

Challenge

Dow, a leading chemical company, faced a critical challenge in ensuring the reliable performance of its IT devices, which are crucial for managing large volumes of product shipments and tracking on tight timelines. Prior to partnering with Kyndryl on this project and adopting Aternity for DEX, Dow was seeing a significant number of system crashes on devices that they could only address one at a time, relying on system logs to troubleshoot. As Director of CIO Services at Dow, Chris Anderson needed to find a proactive solution to these IT disruptions.

“The best recourse we had was to mine through ticket data and rely on customer feedback. We had zero insights into the telemetry of the systems and the data we did have was not easy to consume.”

Chris Anderson,
Director of CIO Services, Dow

Anderson sought to transform the company’s device management program with a focus on improving performance and reliability to support the delivery of value across customer supply chains.

Monitoring Devices Holistically to Track Device Data

To address these challenges, Dow partnered with Kyndryl, a trusted IT services provider, to overhaul Dow’s device management program. The key objective was to enhance device performance and reliability, enabling line of business professionals to deliver more value across customer supply chains.

Together, Dow and Kyndryl decided to shift from leasing to owning devices, which would be more cost-effective and allow for greater flexibility in choosing systems that fit the needs of different roles.

They adopted Riverbed’s Aternity Digital Employee Experience (DEX) solution to monitor devices holistically and integrate with a new asset tracking system, ensuring device data is maintained throughout its lifecycle.

“I remember I got an email,” he continues, “and it was from a leader saying they were having a bunch of system crashes in a particular country. Within 20 minutes we were able to find which country, which city and site, and the specific computer model...all through Aternity. We realized there was a driver that was out of date for that model. We pushed the driver fix, and the problem was resolved.”

“The telemetry that Aternity brought allowed us to measure and set baselines. With those baselines we were able to understand what is the current state of affairs, and what are the top contributors to our issues.”

Chris Anderson,
Director of CIO Services, Dow



Reducing System Crashes and Improving Device Reliability

The partnership between Dow, Riverbed, and Kyndryl resulted in significant improvements in device performance and reliability. By leveraging DEX and automated software remediations and fixes, Dow was able to preempt known issues on devices and maintain a high level of performance.

Through the Aternity solution, the Kyndryl team identified and resolved issues that were affecting specific applications, delivering higher performance to a large user group. This proactive approach improved employee productivity by 16% and optimized the user's digital experience.

“We’ve reduced our system crashes by 50%. We’ve been able to reduce boot up times by 16% and improve application performance by 5%.”

Chris Anderson,
Director of CIO Services, Dow

“The dashboards we built in partnership with Kyndryl were fantastic in helping us understand what we should apply most of our time towards and what was going to benefit a greater number of users and bring better performance and reliability to a larger audience.”

Chris Anderson, Director of CIO Services, Dow

Looking ahead, Dow aims to optimize its total digital journey by utilizing its operations data and tying it to AI workflows. This broader ecosystem approach will further enhance the digital experiences of end-users and support Dow's commitment to delivering value across its customer supply chains.



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 provides two industry-leading solutions: the Riverbed Unified Observability portfolio, which integrates data, insights, and actions across IT to enable customers to deliver seamless digital experiences; and Riverbed Acceleration, which offers fast, agile, and secure acceleration of any application over any network to users, whether they are mobile, remote, or on-premises. 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.