

Exceptional Digital Experience with Riverbed Aternity on AWS

Delivering better user experience is getting harder, not easier

Challenges

Today's challenges encompass a variety of issues. The advent of hybrid work has organizations searching for a balancing point between office and remote work, yet this model makes it harder, not easier, to deliver on the digital experience for end users, employees, and devices.

End user expectations have never been higher. They demand better and expect everything to work

instantly, 24/7 with no downtime. This is equally true for customers. A few seconds' delay, and they will take their business elsewhere.

Furthermore, IT complexity exacerbates these challenges. The proliferation of more devices, deployment models, hybrid networks, and SaaS has made jobs in this sector harder, not easier.

The Riverbed Aternity Solution

Deliver a world-class digital employee experience

Riverbed Aternity revolutionizes employee experiences for global enterprises, optimizing performance, productivity, and critical business investments. As the sole provider of a comprehensive view across devices, apps, and interactions, Aternity drives digital enterprise excellence.

By correlating device health, application performance, and employee sentiment, Aternity ensures exceptional user experiences. Its lightweight agent on employee devices offers insights into issues and automated remediation, empowering IT to swiftly identify and resolve problems. Riverbed uniquely unifies Digital Experience Management for both customer-facing interactions and employee service scenarios.

Benefits

Unleash the digital experience for everyone



Measure actual experience for employees and customers

Riverbed Aternity measures more than page loads or app crashes. Aternity measures “click-to-render”, what users actually see when they use an application in the context of a business process.



Mitigate risk of IT change

Riverbed Aternity ensures continuous service improvement by optimizing mission-critical application performance and mitigating IT risk change. Can correlate input from employees to identify if expectations are being met.



Faster response times

Riverbed Aternity drives AI-enabled troubleshooting to replicate advanced investigations and logic driven remediation without human intervention.

Riverbed Aternity on AWS

Riverbed Aternity on AWS provides world-class digital experience for customers and employees, at scale. Aternity leverages AWS and storage services provided by AWS. Aternity provides robust metrics and visibility and collects data directly from end-user

devices, monitoring every application on various device types, including physical endpoints, virtual desktops, and mobile devices. Aternity can be hosted on any AWS instance across the globe with full resiliency and scalability.

Case Study:



Challenges

Intel’s digital workplace team faced all the challenges of any other team – ensuring their remote workers had an excellent digital experience so they could remain productive, proactively identifying and resolving issues affecting employees and reducing costs while improving service by faster identification and resolution of issues.

Solution

Intel selected Riverbed Aternity based on the deep insights and visibility it provides for applications and devices. Aternity provides Intel’s IT team with contextual data to resolve issues predictively and proactively, leading to increased employee happiness.

Results

Intel deployed Aternity across the enterprise in under a week. Aternity provides a “single pane of glass” view that gives IT departments broader insights into and across the device fleet. The proactive alerting and automated remediation has enabled IT to improve employee satisfaction while reducing costs.

Features



Full spectrum digital experience observability

Riverbed Aternity uses intelligent automation and AI-driven insights into employee and customer digital experiences across devices, all business applications, and cloud-native services. Aternity tracks what users actually see when they interact with the applications in a business workflow and provides visibility into the employee experience across various environments including cloud, SaaS, and enterprise mobile devices in your portfolio. This visibility allows IT teams to quickly identify and resolve issues.



Shift left further and prevent incidents

Aternity’s AI-powered Intelligent Service Desk revolutionizes automated troubleshooting, remediation, and ticketing by modeling expert decision-making and employee user feedback within low-code runbooks. As a result, Aternity can fix a broad spectrum of recurring issues, prevent incidents, employ optimal resolutions, and reduce user frustration. Aternity automates remediation workflows, resulting in incident prevention and additionally, enable intelligent ticketing with ServiceNow.

Get started with Riverbed solutions on AWS

Visit AWS Marketplace or [Riverbed's website](#) to purchase.



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.