

Beyond Automation: How GenAI Revolutionizes IT Ops

IT Operations (IT Ops) teams are under immense pressure to maintain uptime, ensure security, and optimize performance in increasingly complex environments. Rapidly evolving technologies, hybrid work environments, cloud computing, and the explosion of edge devices have created a perfect storm of complexity for IT teams. These shifts introduce blind spots, break traditional monitoring approaches, and demand integration across sprawling systems—all while user expectations for flawless performance continue to soar.

Instead of simplifying workflows, these advancements often stretch IT resources thin, leaving teams struggling to deliver the experiences users now demand. Traditional monitoring and incident response tools struggle to address:

- **Alert Fatigue:** Thousands of alerts flood IT dashboards daily, making it difficult to distinguish between critical issues and noise.
- **Slow Incident Resolution:** Data silos created by fragmented tools owned by different groups within IT means that troubleshooting requires extensive manual effort, increasing Mean Time to Resolution (MTTR) and impacting business continuity.
- **Siloed Knowledge:** Expertise is often locked within teams, making it hard to leverage past learnings for current incidents.
- **Scalability Issues:** With cloud, hybrid, and multi-cloud environments growing, traditional monitoring and response approaches struggle to scale.
- **Security & Compliance Risks:** Detecting and responding to security incidents manually leaves organizations vulnerable to breaches and non-compliance.

Artificial Intelligence (AI) offers a Solution

AI for IT Ops (AIOps) enables causal and predictive analytics, intelligent automation, forecasting, and rapid incident resolution. By harnessing AI, organizations can transition from reactive firefighting to proactive and automated IT management, reducing downtime, enhancing efficiency, and improving overall business agility.

Riverbed IQ Ops delivers on the AIOps promise.

Key features of the IQ Ops solution are:

- AI-driven analysis & correlation for improved decision-making, faster root cause identification, and reduced manual effort.
- AI-powered incident response for faster, automated issue resolution, minimized downtime, and improved service reliability.
- Predictive & preventative maintenance for outage avoidance leading to increased system uptime, lower maintenance costs, and reduced firefighting.
- Automation to drive investigation, remediation, and security & compliance analysis to reduce security risks, improve regulatory compliance, and enhance trust.

Riverbed IQ Ops is a very powerful AIOps solution, and adding Generative AI to this solution or to any of Riverbed's other products can significantly enhance customer value.

Riverbed IQ Assist Delivers Generative AI

While automation makes IT Ops efficient, saves significant costs and helps deliver on digital experience goals, Riverbed IQ Assist goes beyond that by embedding Generative AI into IT Ops to transform the process itself.

Riverbed IQ Assist uses a secure, private, observability domain-specific large language model (LLM), to deliver natural language summaries of observability data and incident analysis from across the landscape of deployed observability tools, making it easy to identify and understand anomalies and root causes. Unlike competitors' GenAI products that require lengthy chatbot interactions, Riverbed IQ Assist provides automated, contextual diagnostic insights upfront. In addition, IT staff can describe issues in natural language to receive prioritized, actionable remediation steps powered by AI. These capabilities simplify diagnostics, empower less experienced staff, and significantly reduce Mean Time to Repair (MTTR) and First Call Resolution (FCR).

Riverbed IQ Assist boosts productivity by analyzing alerts, correlating them with remediation actions, and recommending the most effective solutions. A good example of this is the use of Riverbed IQ Assist with Aternity as shown in the picture below. Operators can trigger remediations manually or automate them for faster resolutions. This approach reduces manual effort, minimizes escalations, and optimizes workflows, allowing L1 teams to resolve issues with precision. Senior staff can focus on strategic projects that align with business goals, enhancing the organization's overall performance.

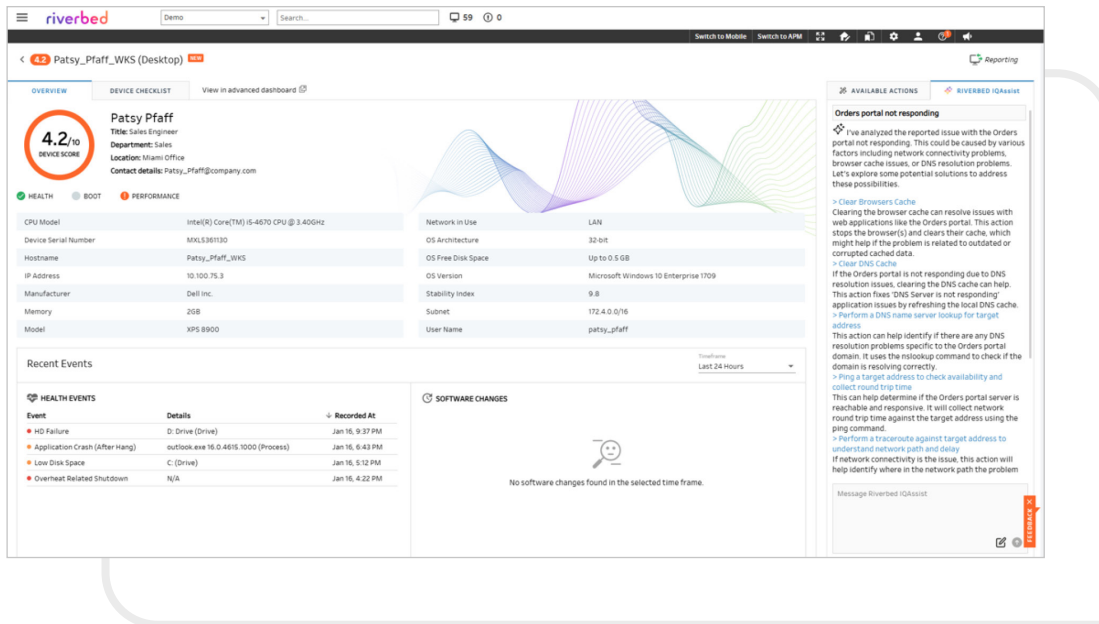


Figure 1: Riverbed IQ Assist recommendations for faster first call resolution.

Building on the Causal and Predictive AI capabilities of Riverbed IQ Ops, Riverbed IQ Assist offers natural language summaries of analytics from the customer’s observability data. A graphical indicator (i.e., the three rings) highlights the root cause (e.g., network, endpoint, or application). This information can be automatically added to ITSM

tickets as shown in the picture below, ensuring that tickets are routed correctly and resolved on the first attempt. Automated remediation resolves most issues without human intervention, speeding up MTR and optimizing IT operations. This enhances collaboration and keeps your team agile and efficient in addressing complex challenges.

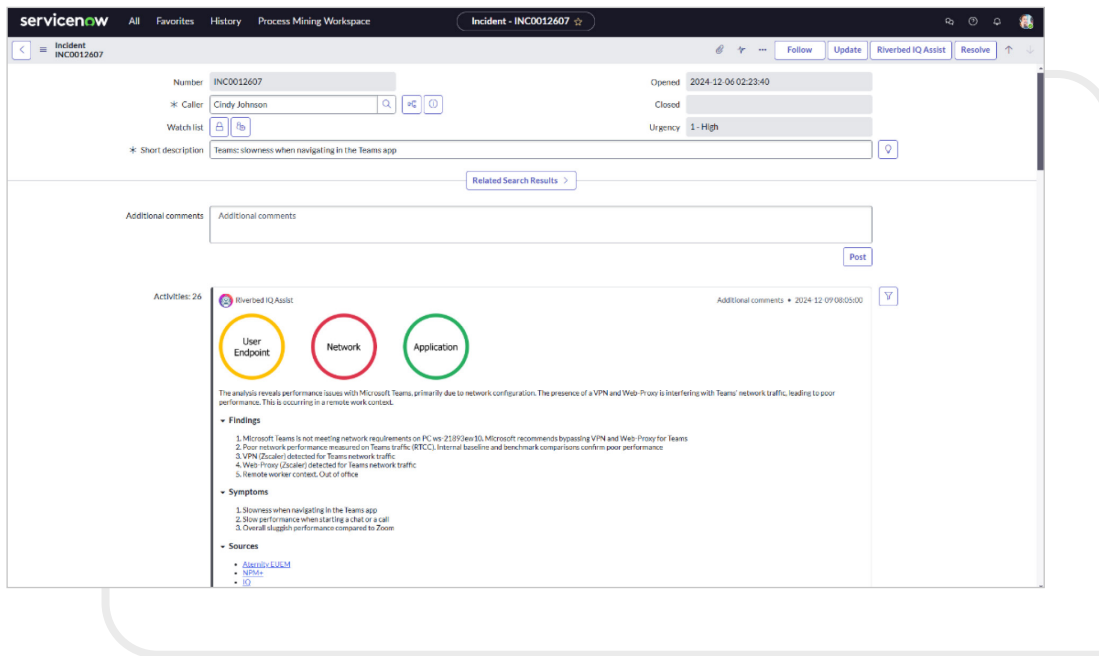


Figure 2: Riverbed IQ Assist clearly identifies root cause and relevant findings for ITSM ticket management.

With IT talent in short supply, Riverbed helps maximize productivity by automating expert and tribal knowledge through low-code/no-code workflows. Riverbed has achieved significant customer success with the Intelligent Service Desk feature which uses no-code/low-code automated remediations, and with automation overall. IQ Assist advances this functionality by adding

a GenAI LLM node, shown in the picture below, enabling tailored interactions without the inefficiencies of typical chatbot conversations. This node facilitates automated investigation and remediation aligned with your environment, ensuring accurate and proactive issue resolution.

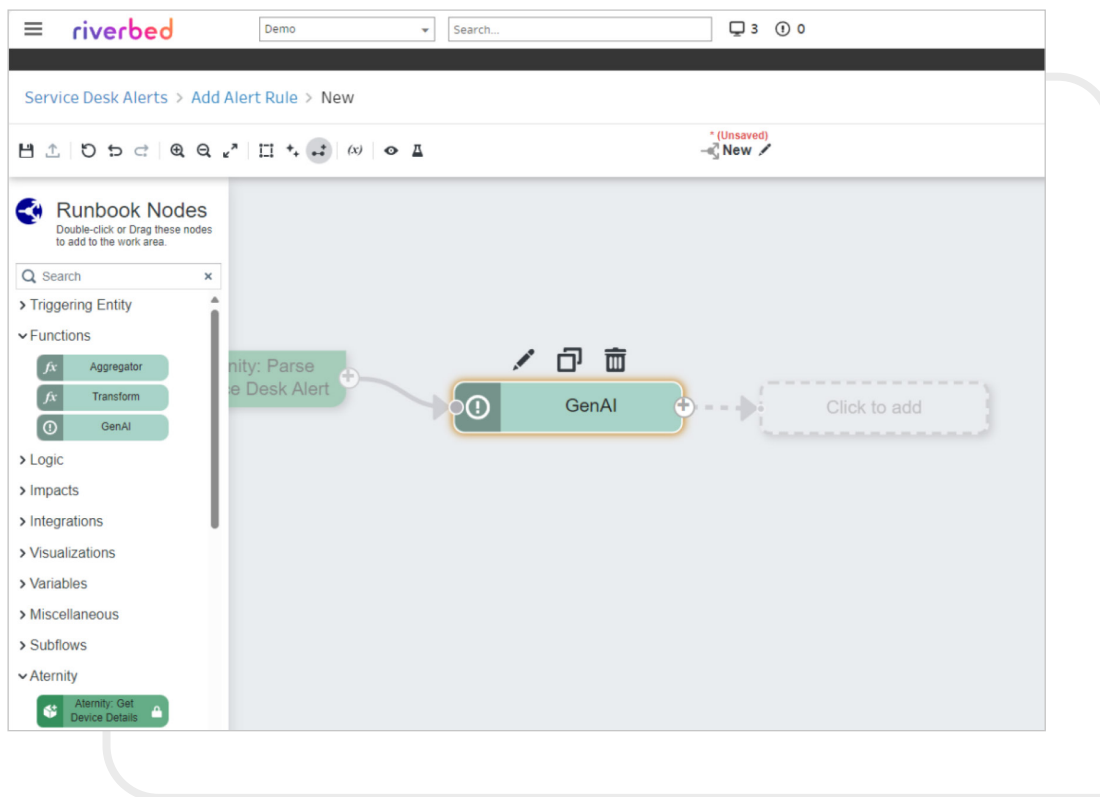


Figure 3: Riverbed IQ Assist supercharges automation by embedding GenAI.

The Competitive Advantage of Riverbed IQ Assist

Riverbed IQ Assist both enhances and simplifies IT Ops through:

- **Embedded GenAI for Intelligent Incident Triage & Automation:** While competitors have taken a more traditional chatbot and virtual assistant approach, Riverbed has embedded IQ Assist in its products to natively and automatically help analyze incidents, provide recommended resolutions, and even execute predefined remediation actions. This avoids long “conversations” with a bot that requires constant optimization of the prompt (i.e., question being asked of the AI) to get specific, contextual, and actionable resolutions.
- **Automated Root Cause Analysis (RCA):** Riverbed IQ Assist, along with Riverbed IQ Ops and the Data Store, correlate disparate data – including 3rd party data – to pinpoint root causes in seconds rather than hours. Combined with predictive analytics & anomaly detection, Riverbed analyzes historical data to predict potential failures and prevent outages before they occur.
- **Context-aware Insights Using Natural Language:** With Riverbed IQ Assist, IT teams are presented with simple, easy to understand insights into complex analytics in natural language, drastically reducing time spent on troubleshooting, ticket management,

and remediation. As shown above, Riverbed IQ Assist can augment ITSM tickets with this information (e.g., the three rings, findings, recommended actions, etc.).

- **Natural Language Processing (NLP)-driven Search:** In addition to the above, IT teams can, if required, query complex observability data using natural language. Riverbed IQ Assist supports multiple languages to ensure global compatibility. This functionality can also be used to deliver OTel data to an external OTel collector for visualization in tools like Grafana.

Smarter Insights, Faster Resolutions, No Downtime

The future of IT Operations is intelligent, proactive, automated and autonomous. Riverbed IQ Assist is not just an incremental improvement—it’s a transformation that empowers organizations to successfully move from reactive troubleshooting to predictive, automated, and even autonomous IT management using Agentic AI. Riverbed truly enables businesses to eliminate data silos, reduce dependency on SMEs for troubleshooting, enhance knowledge sharing, and increase consistency in IT operations to unlock new levels of efficiency, resilience, and innovation.



About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users’ experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed’s open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the *FORTUNE* 100 – we are empowering next-generation digital experiences. Learn more at riverbed.com.