Conquering the IT Challenges of Remote and Hybrid Work

Enable Your Employees to Work from Anywhere with Riverbed Solutions

If you ask any employee today to name their preferred method of work, you'll likely hear a mix of hybrid or fully-remote work. And for good reason: employees have grown to appreciate the flexibility provided by hybrid and remote work. But this doesn't mean they don't need the same IT support they would have access to in the office.

Remote and hybrid work is here to stay, and remote employees need a way to work without IT-related interruptions, such as slow load times, to ensure high productivity and employee happiness. Regardless of whether employees decide to log on at home, at a coffee shop, on an oil rig, or on an Alaskan glacier (those researchers need Wi-Fi too), organizations need to implement more than a temporary fix to ensure employees can get their work done from, well, anywhere.

But how can organizations deliver a consistent, reliable, and secure digital experience to employees, even as they're distributed across various geographic locations, devices, and networks?

We answer the question and more in this whitepaper where we cover:

- The importance of offering a work from anywhere (remote and hybrid) model work structure

- The IT roles responsible for providing seamless digital experiences for employees

- Pain points plaguing these roles when it comes to supporting remote and hybrid employees

- How to deliver the best employee digital experiences possible with Riverbed solutions

Why Offering a Work from Anywhere Model is Important

Granting employees the freedom to decide how, where, and when they work can increase employee satisfaction by 20%. A work from anywhere model will vastly improve employee mental health, reduce stress, and prevent burnout. This increases productivity and eases employee anxiety around finding the right work-life balance.

If an organization offers a work from anywhere model, they won't need as much office space as a 100% in-office company. This provides an opportunity to re-allocate resources and budget that would usually go towards managing an office space to other employee perks (a home office stipend, gym membership discounts, and even work retreats).

These perks will no doubt help with retaining talent and hiring, as 94% of business leaders agree that a hybrid work environment helps recruit talent and remain competitive in the future. IT teams such as heads of end-user computing and services, cloud architects, CIOs, and NetOps can also reap the benefits of a work from anywhere model. If resources can be reallocated, IT teams could see some serious upgrades to their tech stack, like adopting new tools to help automate mundane tasks.

Switching to a work from anywhere model also presents an opportunity to take a step back and identify any recurring IT challenges hindering employees from being productive. A brand new work model allows IT teams to redefine what they need to fully support a hybrid team, and create an action plan for continuous success.

But while these benefits sound appealing, we can't overlook the obstacles that IT teams could face when supporting a work from anywhere model.

Visibility: The Pain Point of IT Teams in a Work from Anywhere Environment

The shift to a remote or hybrid work environment has caused a bit of a headache for IT teams, to say the least. A whopping 95% of IT development leaders state their organizations face visibility and monitoring challenges in their current IT environment, and 57% believe that gaining end-to-end visibility in a hybrid work environment is even more challenging.

With that said, let's take a look at the IT roles responsible for providing seamless digital experiences for employees and the pain points they often encounter.

Heads of End-User Computing Services

The heads of end-user computing and services are responsible for ensuring the enduser digital experience is not affected by IT disruptions.

Pre-pandemic, these teams had better visibility into employee digital experiences everyone was working in an office together. It also allowed the team to more effectively identify any potential digital and/or device issues.

With employees now working remotely, gaining visibility into employee digital experiences is. It's not like IT teams can just hang out in everyone's homes or wherever they're working, waiting for a disruption to arise. Heads of end-user computing and services need a way to remotely (and quickly) gain full visibility into what may be causing IT disruptions.

Cloud Architects

Cloud architects are responsible for navigating an entire organization's cloud adoption, avoiding risks associated with cloud adoption, and ensuring a smooth transition for the organization.

Similar to the role of head of end-user computing and services, cloud architects could easily gain visibility into how each employee was being affected by cloud adoption when everyone worked from the same location.

If an organization adopts a cloud-based structure while their employees are working remotely, they need to have true visibility into every employee device. This is the only way to ensure there are no risks to data privacy and that every employee has a smooth transition to the cloud while staying productive in their day-to-day operations.

CIOs

Only 31% of IT organizations fully support the networking requirements of users who work from home. As a result, CIOs must deal with budget issues and infrastructure complexities when transitioning to a work from anywhere model. CIOs, after all, are ultimately responsible for ensuring employees have the technology necessary to reach maximum productivity.

To ensure all employees are fully supported to achieve maximum productivity, CIOs need complete understanding of all issues that remote and hybrid employees are running into so they can make the best decision on how to solve them.

NetOps Teams

The NetOps (Network Operations) teams are tasked with ensuring apps perform efficiently across the network. When employees work from the office, the network team is responsible for application access and delivery. This requires them to troubleshoot issues involving application performance degradation due to network failures or where employees can't access applications.

To ensure no employees suffer from network disruptions, NetOps teams need full visibility into the origins of an IT issue and the capability to resolve it remotely.

Additionally, as remote work and secure access server edge (SASE) architecture adoption increases, the responsibility of identifying and troubleshooting access and performance issues in direct-to-cloud or encrypted tunnel cloud access security broker (CASB) environments still falls to the network team, even though IT has lost visibility into this traffic.

The Riverbed Solution

Riverbed can help IT teams transition to a cloud-based, cost-effective, and secure infrastructure that delivers exceptional digital experiences from anywhere.

Alluvio Unified Observability

The Alluvio Unified Observability portfolio captures every packet, flow, and transaction across cloud, remote, and on-prem environments along with full-fidelity user experience, application, and network performance data across the digital enterprise.

Alluvio Unified Observability solutions leverage AI and machine learning to intelligently correlate data across domains and automate the investigation process so IT teams can quickly resolve issues and improve user experience regardless of location. The Alluvio Unified Observability portfolio includes;

Alluvio Aternity Digital Experience Management

Alluvio Aternity Digital Experience Management (DEM) provides insight into the business impact of employee digital experiences. It does so by capturing and storing technical telemetry at scale from employee devices, every type of business app, and your cloud-native app service.

Alluvio Aternity DEM helps drive down costs and improves productivity through:

> "We can now be more proactive because we don't have as many fires to put out. With Aternity we're monitoring the heartbeat of the business; if there is an issue, we're often ahead of it."
>
> Ross Jeremy,
> Modern Workplace Team Lead, Simmons and Simmons

End-User Experience Monitoring
Self-healing and visibility into the end-user experience of every cloud, SaaS, thick client, or enterprise mobile app in your portfolio, running on any device.

Aternity Digital Experience Index
Automatically identify digital experience hot spots across your enterprise that impact employees and customers, then set on a path to action and improvement.

Application Performance Monitoring (APM)
IT teams can gain simplified high-definition monitoring that is scalable, easy to use, and easy to deploy. It also unifies APM visibility across end users, applications, networks, and the cloud-native ecosystem, providing a truly holistic view of the IT landscape across the organization.

Aternity User Journey Intelligence
Capturing contextualized visibility and actionable insights into user journeys across complex web environments enables organizations to improve satisfaction, drive revenue, and optimize both customer and employee experiences.

Device Performance Monitoring (DPM)
Gain insights into the performance and health of laptops, desktops, VDI, and mobile devices. Also, with self-healing capabilities, it works to automatically resolve issues.

Benchmarking
Compare your organization's digital experience to others in the industry by leveraging our IT service benchmark data from millions of devices under management.

Alluvio Network Performance Monitoring (NPM)

Alluvio NPM makes it easy to monitor, troubleshoot, and analyze what's happening across all environments to enable business-centric views across all your domains so that you can understand the impact of network performance on critical business initiatives. This is accomplished by providing end-to-end visibility and actionable insights, enabling IT teams to:

Reduce MTTR
Streamlined troubleshooting workflows and full-fidelity data help IT teams identify and resolve problems fast – before users even notice something occurred.

Remove Cloud Blind Spots
Automatically identify digital experience hot spots across your enterprise that impact employees and customers, then set on a path to action and improvement.

Proactively Detect and Fix Network Performance Problems
Riverbed unified NPM integrates flow, packet, and device metrics into common portal dashboards to identify complex problems earlier.

Eliminate Finger-pointing
When all IT domains work together from a common dataset to solve performance problems, they get solved faster and more efficiently.

Riverbed Acceleration Solutions

Riverbed Acceleration Solutions allow every user to leverage the full power of enterprise apps and services at peak speed, whether they're mobile, remote, or on-prem.

With client acceleration straight to the desktops of mobile and remote workers, eCDN acceleration for deploying video at an enterprise scale, and more, Riverbed Acceleration Solutions enable employees to access any enterprise service they need quickly, regardless of where they're working. This increases employee productivity by ensuring fast, agile, and secure access to any app, over any network, anywhere. Riverbed's end-to-end acceleration portfolio includes:

SaaS Accelerator
Riverbed SaaS Accelerator is a fully managed service that accelerates SaaS application performance by overcoming network inhibitors such as latency, congestion, and the unpredictable user-experiences of today's mobile workforce. Purpose built to ensure consistent performance of leading SaaS applications for anyone, anywhere regardless of location, SaaS Accelerator can increase performance up to 10x by mitigating latency and reducing network bandwidth congestion up to 99%.

"With automated alerts, mean-time-to-resolution is almost at zero. We can see an anomaly as it happens and resolve before it impacts service. This actionable insight ensures optimum performance and a great customer experience."

Namık Kemal Uçkan,
Head of IT Operations, Halkbank

"We're always striving for the best possible user experience, and it simply doesn't make sense to run a network of our size without Riverbed's optimization and SaaS Acceleration solutions."

Ian Clydesdale,
IT Director, Shelf Drilling
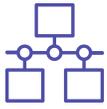
Client Accelerator

Riverbed Client Accelerator delivers leading-edge application performance to a distributed workforce, extending best-in-class WAN optimization and application acceleration technology to remote users. With integrated mobile worker, branch office, data center, and cloud solutions, Riverbed Client Accelerator streamlines IT management and reduces support cost while providing fast, consistent, available enterprise applications everywhere your employees work.

"The [Client Accelerator] solution has made a big difference to our 1,300 employees at the hospital. They can now work quicker with improved performance of their applications."

Benoit Turc,
IT Director, CHU Dijon

eCDN Accelerator

Riverbed eCDN Accelerator empowers your hybrid workforce by delivering high-quality live and on-demand video to all employees regardless of location, device, or bandwidth capacity. By leveraging intelligent-browser-based peering algorithms to fine-tune and accelerate local network traffic flows, Riverbed eCDN can save up to 99% of network bandwidth utilization.

Cloud Accelerator

Riverbed Cloud Accelerator is an Infrastructure-as-a-service (IaaS) environment that accelerates cloud migration and enhances access and reliability for any workload.

Riverbed Cloud Accelerator runs on leading IaaS platforms such as Microsoft Azure, AWS, and Oracle Cloud Infrastructure to accelerate migration and access to workloads through proven data, transport, and application streamlining ultimately increasing time to market, enhancing employee productivity, and delivering maximum cloud value to the business.

Give IT Teams the Visibility to Work from Anywhere

Remote and hybrid work programs have become a permanent part of the work landscape. Enterprises must prioritize providing employees with the support and resources they need to efficiently get their work done from anywhere.

But visibility and monitoring challenges are hindering IT teams from providing the top-tier digital experiences employees need to stay productive, no matter where they're working. IT teams need innovative tools like Alluvio Aternity DEM, Alluvio NMP, and Riverbed Acceleration Solutions to ease frustrations when an organization's users, networks, and applications are distributed, transient, and outside their direct control.

Learn More

For more information about how Riverbed enables organizations to capitalize fully on digital and hybrid workplace investments, download our solutions trials and see firsthand how Riverbed solutions can accelerate application and network performance throughout your organization.

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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.