Riverbed IQ

Solve problems faster by empowering IT with AIOps-driven automation.

When organizations invest in an AIOps platform that unifies data, insights, and actions across IT, they can resolve problems faster, eliminating data silos, resource-intensive war rooms, and alert fatigue. The Riverbed IQ AIOps service enables faster, more effective decision-making across business and IT, codifies expert knowledge so the loss of a critical IT resource does not affect the business, and continuously improves digital experience for customers and employees.

Common IT Challenges Drive Need for AIOps

The complexity, volume and velocity of monitoring telemetry has increased so much that it is no longer feasible for IT to manually analyze and correlate the data and still meet operational expectations. Add to this an ongoing shortage of skilled IT experts and together they are driving the need to improve business insights with AIOps and automation.

According to Gartner, the following critical characteristics are essential to deliver value for AIOps implementations:

- Ingests and analyzes data from a broad variety of observability and monitoring sources.

- Leverages multi-model AI, including causal, predictive, generative, and explainable AI techniques.

- Supports topology to help identify where incidents are occurring.

- Correlates related events associated with an incident to reduce the number of alerts.

- Automatically detects incidents in real-time and surfaces their probable root cause.

- Enables remediation.

Riverbed IQ

Riverbed® IQ, a SaaS-delivered AIOps platform, empowers all IT staff to identify and fix problems fast. It uses full-fidelity end user experience and network performance data across every transaction in the digital enterprise and then applies multi-modal AI capabilities, then contextually correlates data streams and alerts to identify the most business-impacting events. This intelligence also informs investigative runbooks that replicate the troubleshooting workflows of IT experts to gather diagnostic context, filter out noise, and set priorities—reducing the volume of alerts to the most business impacting, and empowering staff at all skill levels to identify and solve problems fast.
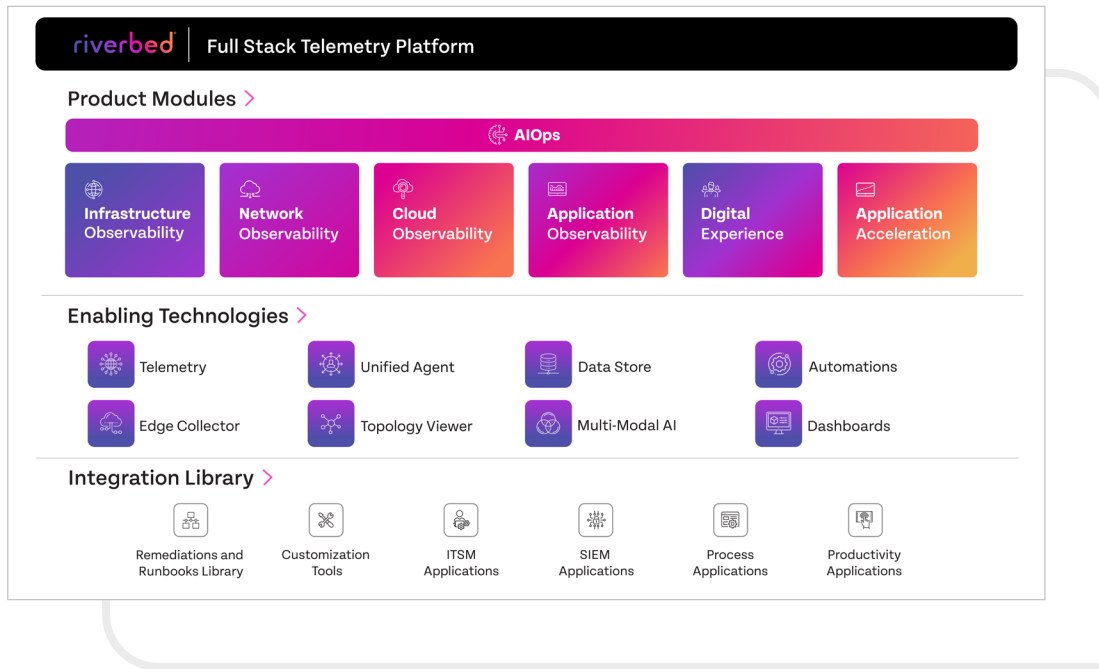

Figure 1: Riverbed IQ reduces the high volume of alerts by correlating multiple high-fidelity trouble-indicators into a single high-confidence incident, automatically runs customizable scripted investigations to gather additional context, programmatically set the priority, and surface this information so IT staff can quickly resolve the issues that are critical to the enterprise.

Riverbed IQ Benefits

Riverbed IQ unifies data, insights, and actions, empowering organizations to move from simply monitoring and visibility to reap the benefits of full-fidelity AIOps. Here are some of those benefits:

1. **Reduce MTTR** with actionable insights and intelligent automation that improve digital service quality and enable happier and more productive customers and employees.

2. **Improve first-level resolution rates** by enabling L1-L2 teams to troubleshoot more incidents without needing to escalate.

3. **Reduce alert fatigue** so operators can focus on fewer, more critical events.

4. **Enhance IT productivity and collaboration** by bridging data silos across domain-specific IT teams that cause finger pointing and resource-intensive war rooms.

5. **Accelerate digital innovation** by reducing time spent on troubleshooting, leaving more time for revenue-generating projects.

Key Features

Full-fidelity Telemetry

Broad-based telemetry brings together a unified view of performance and insights, which is the foundation of an AIOps service upon which all other capabilities are delivered. Unlike other products that limit or sample data to deal with the scale of today's distributed environments, Riverbed IQ leverages full-fidelity packet, network device, flow, and end user experience metrics. We do not sample. This richness of data gives IT a complete picture of what is happening, without missing key events.

AIOps

Riverbed IQ seamlessly connects all your observability tools, whether ours or someone else's, and then applies multi-modal artificial intelligence. We combined causal AI to identify root cause of issues, predictive AI to forecast future problems,

generative AI to make smart recommendations and explainable AI to give you confidence in your decision making. This is AIOps at its best.

Incidents List

View and manage all events in one place. Filter by priority, time, or status. Sort incidents by priority, status, started, and updated events.

Impact Dashboard

Kickoff your troubleshooting investigation in the Impact Dashboard screen where incidents are displayed by user impact, most impacted locations, and most impacted services to help prioritize events and their effect on the business. Also view active event distribution by event priority and how incident priority changes over time.
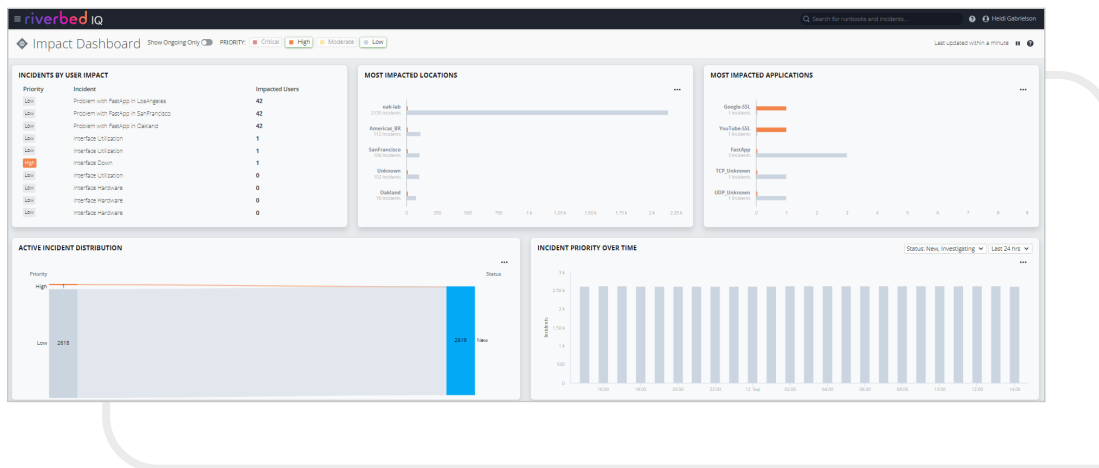

Figure 2: The Impact Dashboard leverages AI and ML-based correlations to identify and highlight the events that most impact your business.

Correlation

Unlike other products that correlate events primarily based on time, IQ automates the process of gathering and correlating across time, device, location, users, and applications. It consolidates related alerts and reduces the number alerts IT sees. Applying the best analytics to the right set of data provides IT with more accurate insights into the scope and severity of issues and the root cause of poor performance.

Impact Summary

With the combination of full-fidelity telemetry, intelligent correlation, and workflow automation, Riverbed IQ delivers context-rich, filtered, fix-first insights, ready for IT action. These insights enable effective cross-domain collaboration and decision-making to accelerate mean time to know/resolution.
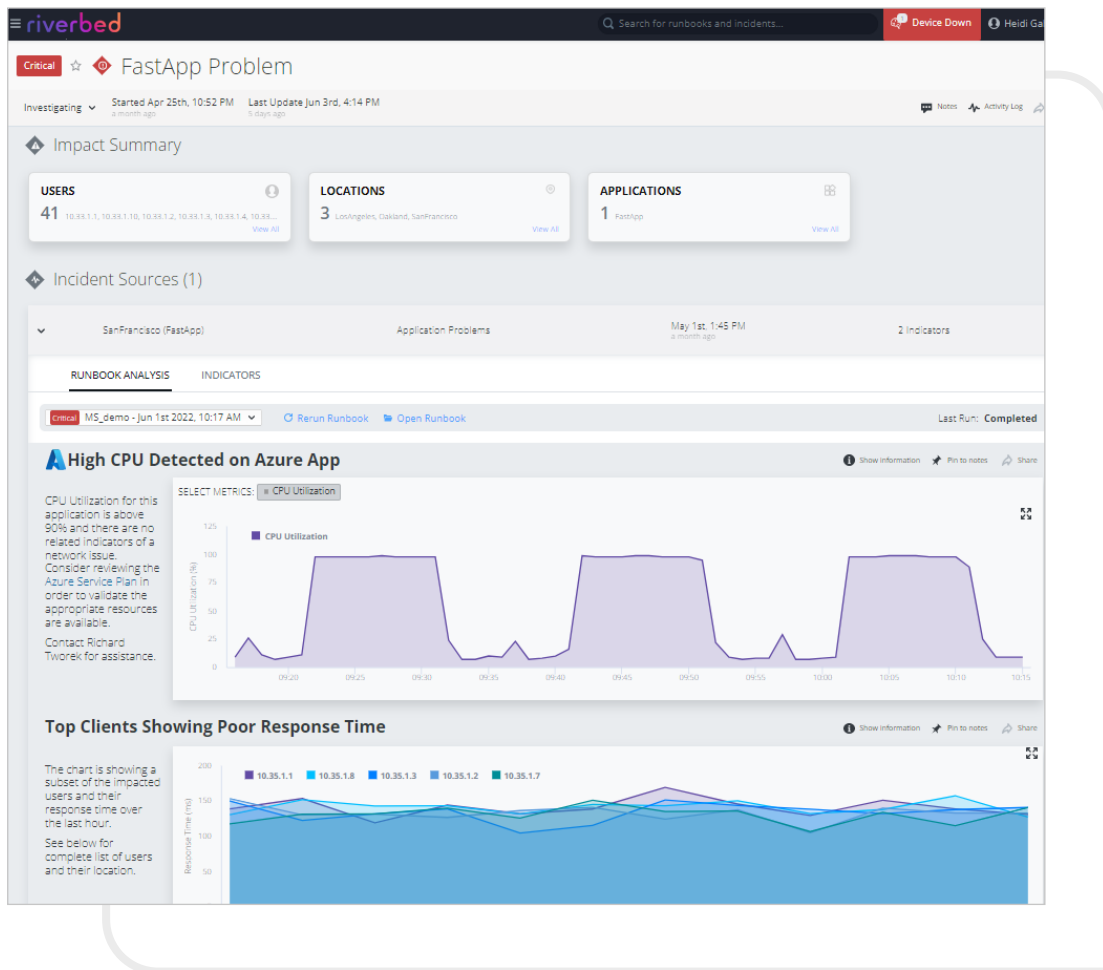

Figure 3: The Impact Summary spells out the root cause of a problem in plain language, and even lets you know what's *not* part of the issue.

Intelligent Automation

Rather than immediately sending an alert to users, Riverbed IQ replicates the investigative workflows of IT experts to automate the process of gathering evidence, building context, and setting priorities. These investigations save time, reduce escalations to Level 3/4 experts, and turn the knowledge that resides in the minds of a few specialists into knowledge that is usable by all IT. These no/low-code functions are customizable so additional workflows can be created using the highly graphical, easy-to-use interface.

Automation workflows can be triggered automatically by an event, can be scheduled to run at a later date, or run on-demand. While custom tags enrich the properties of monitored entities for better prioritization of automations and to drive better decisions.

Riverbed IQ automates the following use cases:

- Incident response runbooks automate the collection of supporting data for faster troubleshooting.

- Security forensics runbooks lets SIEMs and SOARs request and automatically gather Riverbed Network Observability data for more effective investigation and remediation of threats.

- Intelligent ServiceNow ticketing empowers IT with their ideal scenario – automated ticket generation that is prioritized, up to date, and contains all the context IT needs to quickly remediate.
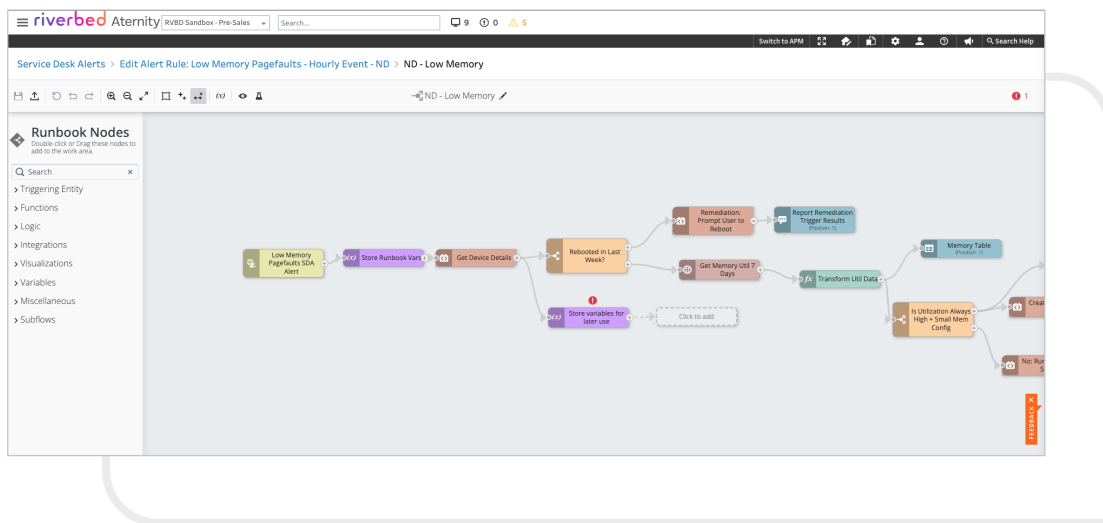

Figure 4: Runbooks replicate the investigative workflows of IT experts to automate the process of gathering evidence, building context, and setting priorities. Runbook findings enhance Impact Summaries results.

Third-Party Integrations

Riverbed IQ enables you to securely integrate with any third-party solution with an accessible REST API or leverage a pre-built integration from the Integration Library. Pull data into runbooks to provide a more complete understanding of performance and security issues. Push actionable insights to non-Riverbed solutions, like ITSM, security tools, etc.

Integration are built as subflows, "containerized," reusable nodes that can plug into any workflow. For a list of pre-built integrations, check the Riverbed Integrations Library.

Identity, Access & Security

- Riverbed IQ supports SAML 2.0-based authentication so organizations can use their trusted identify provider and not need to manage passwords in another tool.

- Role-Based Access Controls (RBAC) let administrators control who has access to which data.

- Riverbed IQ also achieved SOC 2 Type II and ISO 27001 certifications. For more details, visit our Trust Center: riverbed.com/trust-center/.

- Riverbed IQ is GDPR compliant.

Requirements

Riverbed IQ provides richer insights when using multiple, diverse data source, preferably two or more of the following:

- Riverbed® NetProfiler™ 10.22 or higher

- Riverbed® NetIM™ 2.5 or higher

- Riverbed® AppResponse™ 11.12 or higher

- Riverbed® Aternity™ SaaS

Learn More

The Riverbed IQ AIOps applies artificial intelligence to correlate data across domains and automates the investigation process to dynamically surface impactful issues with context, so IT can understand and resolve issues faster. It eliminates data silos and alert fatigue, improving decision-making to continuously improve business continuity.

To learn more about Riverbed, please visit riverbed.com/products/riverbed-iq/.