

riverbed®

EBOOK

Our Customer Voices

How Riverbed is driving transformation across every industry

Introduction

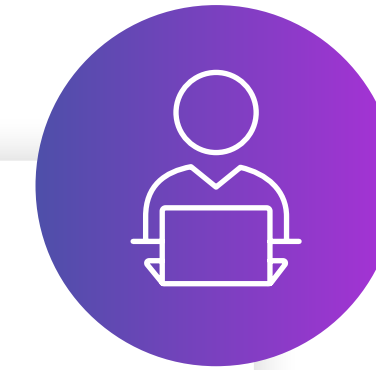
Worldwide, Industry-Wide Success Stories

A click today is everything. Whether it's in the office, at home or anywhere else, and at any time of the day or night, that action comes with intent and expectation – of a flawless digital experience. These experiences are the heartbeat of the fierce and competitive digital-first world we live and work in.

At Riverbed, we pride ourselves on meeting and exceeding these relentless expectations for organizations worldwide, across every industry.

We've compiled this collection of customer success stories so you can further explore and understand our Observability and Acceleration solutions, the transformation they drive for businesses like yours, and the results they could empower you to achieve.

We hope you find these stories insightful and inspiring, and look forward to working with you soon.



RIVERBED FAST FACTS:

Founded in

2002

Recognized as a leader in
Gartner Magic Quadrants

x15

6 million+
end-points

Thousands of active
customers including

95%

of Fortune 100

Operating in

88

countries

325+

technology patents



Content

Architectural Engineering

Artelia (FR) 04

Energy and Utilities

EDF Energy in the UK (GB) 05

Finance and Insurance

Global Credit Union (US) 06

Halkbank (TR) 07

Healthcare

Princess Alexandra

Hospital NHS Trust (GB) 08

Kent Community Health

NHS Foundation Trust (GB) 09

Legal

Quarles (US) 10

Manufacturing

ELARABY (EG) 11

Keysight Technologies (US) 12

Tate & Lyle (GB) 13

Mining Oil and Gas

Shelf Drilling (AE) 14

Professional Services

SVD Büromanagement GmbH (AT) 15

Technology

Intel (US) 16



Artelia

International engineering and project management company transforms user experience and cyber security with Riverbed solutions.



Company:
Artelia

Headquarters:
France

- Featured Solutions:
- Riverbed Aternity Digital Experience Management (DEM)
 - Riverbed NetProfiler
 - Riverbed Flow Gateway
 - Riverbed Portal



Visibility across networks, applications and end-users



Mean Time to Identify (MTI) cyberattacks reduced



Better user experience even when WFH



Ability to make informed decisions

“Having such a strong partnership with Riverbed to support and reassure our customers their data is safe and the service is available 24/7 is mission-critical for us.”

Antoine Labrosse
Chief Digital Officer at Artelia

[Read full case study](#)

[Watch video](#)



EDF in the UK

UK energy firm exceeds end-user expectations by providing a seamless digital experience.



Company:
EDF in the UK

Headquarters:
UK

Featured Solutions:
• Riverbed Aternity Digital Experience Management (DEM)



Visibility and transparency of applications and networks



Ability to proactively manage issues



Decisions made on data rather than anecdotal feedback

“We’ve completely transformed the way we manage issues, moving from being reactive to proactive and now we can actually foresee and manage issues before they arise.”

Donna Lloyd
Senior Enterprise Product Manager, Platforms & Enablement, Enterprise IT, EDF

[Read full case study](#)

Global Credit Union

Global Credit Union leverages Riverbed solutions, gaining visibility and actionable insights to deliver high-quality employee and member experiences





Company:
Global Credit Union


Headquarters:
USA


Featured Solutions:
• Riverbed AppResponse
• Riverbed NetProfiler
• Riverbed NetIM
• Riverbed Aternity Digital Experience Management (DEM)

150+ Incidents reduced monthly

 Visibility of entire environment

 Locations where critical applications can be overseen

 Pinpoint where SLAs are not being met by other vendors

 Ability to oversee critical applications across 72 locations

“Riverbed’s solutions have given us the ability to provide a stable, high performing environment for our users, which translates to high quality experiences for hundreds of thousands of members.”

Doug Horner
Senior Vice President of IM Operations at Global Credit Union

[Read full case study](#)

[Watch video](#)



Halkbank

Turkish bank delivers exponential digital banking growth and improves digital experience for users with Network Observability.



Company:
Halkbank

Headquarters:
Turkey

Featured Solutions:
Network Observability
• Riverbed AppResponse
• Riverbed Portal

Acceleration
• Riverbed SteelHead™

40+ Business-critical applications monitored



Proactively identifies any performance issues



Zero downtime on mobile platform

“Thanks to Riverbed, we’ve had no downtime on our mobile platform at all over the past two years, despite more than double the volume of traffic.”

Namık Kemal Uçkan
Head of IT Operations at Halkbank

[Read full case study](#)

Princess Alexandra Hospital NHS Trust

UK based NHS Trust boosts productivity for clinical staff whilst maintaining a high level of patient care and saving costs.



Company:
Princess Alexandra Hospital NHS Trust

Headquarters:
UK

Featured Solutions:
• Riverbed Aternity Digital Experience Management (DEM)

Up to **3M** Saved in IT costs over 5 years

99% Reduction in SLA breaches

700 Hours saved per quarter of unresponsive blue screens

“Over a 5-year period we will save around £2.5 million to £3 million in terms of total IT costs using Riverbed Aternity. This is fantastic as the funds can be spent on other vital improvements for patient care.”

Jeffrey Wood
Deputy Director of ICT at Princess Alexandra Hospital NHS Trust

[Read full case study](#)

[Watch video](#)



Kent Community Health NHS Foundation Trust

UK-based NHS Trust deploys Riverbed Aternity to enhance their digital experience and improve patient pathways.



Company:
Kent Community Health
NHS Foundation Trust

Headquarters:
UK

Featured Solutions:
• Riverbed Aternity Digital
Experience Management
(DEM)

42% Reduction in asset refreshes

 Supporting sustainability goals & lowering costs

99% Reduction in number of specific Blue Screens

“Aternity showed us we wouldn’t need to replace 42% of our 1784 devices aged 5 years or older. This has meant that we have already returned our investment in Aternity.”

Darren Spinks
Head of IT Operations at Kent Community Health NHS Foundation Trust

[Read full case study](#)



Quarles

Law firm boosts document transfer speed and reduces costs by implementing Riverbed Acceleration Solutions.

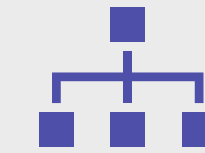
Company:
Quarles

Headquarters:
USA

Featured Solutions:
• Riverbed SteelHead™
• Riverbed Client Accelerator



Accelerated applications and file transfers regardless of location



Maximized network performance and reduced latency



Less investment in bandwidth and operational fees



“Riverbed Acceleration Solutions make our end users a lot more efficient across the board.”

James Oryszczyn
Director of Security and Network Services at Quarles

[Read full case study](#)



ELARABY

ELARABY enhances employee user experience and data optimization with Riverbed in a cloud-based world.



Company:
ELARABY

Headquarters:
Egypt

Featured Solutions:

- Riverbed SAAS Accelerator
- Riverbed Cloud Accelerator
- Riverbed WAN Optimization

60%

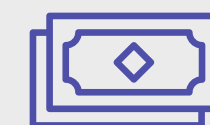
Less data transmission between sites, resulting in 900GB less data per day



Delivers a **faster** user experience on Microsoft 365



Increase in data transfer between sites



No increase in cost

“We wanted a solution that could compress data before sending it between sites. We could see immediately how Riverbed’s technology could address latency.”

Medhat ElAraby
Vice President at ELARABY Group

[Read full case study](#)



Keysight Technologies

Electronics manufacturing firm leverages Riverbed Observability and Acceleration solutions to gain network visibility and enable faster troubleshooting and better



Company:
Keysight Technologies

Headquarters:
USA

- Featured Solutions:
- Riverbed AppResponse
 - Riverbed NetProfiler
 - Riverbed Steelhead™

25% Improvement in network performance

>25% Improvement in application performance, increasing productivity of engineers



Improved disaster recovery strategy with faster backups

“Today we’ve incorporated AppResponse throughout our system. It enables us to proactively identify and resolve potential issues before any tickets are raised, resulting in near-zero tickets.”

Ray Schumacher
Network Architect at Keysight Technologies

[Read full case study](#)



Tate & Lyle

FTSE 250 global supplier of food and beverage ingredients reduces software costs and improves network visibility to deliver a transformative user experience.

Company:
Tate & Lyle

Headquarters:
UK

Featured Solutions:
• Riverbed Aternity Digital Experience Management (DEM)



Reduced software costs



Improved network visibility



Better decision making



Improved employee productivity



“I would 100% recommend Aternity. It’s one of the first tools the team open on a daily basis and it has become an essential resource.”

Brett Edwards
Global IT User Adoption Manager at Tate & Lyle

[Read full case study](#)

[Watch video](#)



Shelf Drilling

Shelf Drilling improves user experience and boosts operational efficiency across remote locations with Riverbed.



Company:
Shelf Drilling

Headquarters:
UAE

- Featured Solutions:
- Riverbed Network Observability
 - Riverbed SAAS Accelerator
 - Riverbed Steelhead™

50% Compression rate on 1.2 terabytes of email data



Access applications faster, due to less latency

67% Average rate per month traffic optimization



Enabling a first-class customer experience

“Riverbed makes it much easier to manage, so we can continue generating revenue and provide a first-class experience to our customers.”

Mohammed Al Baqari
Network and Information Security Manager at Shelf Drilling

[Read full case study](#)



SVD Büromanagement GmbH

SVD Büromanagement GmbH improves visibility into applications, networks and systems transforming customer experience with Riverbed.



Company:
SVD Büromanagement GmbH

Headquarters:
Austria

Featured Solutions:
• Riverbed AppResponse
• Riverbed Portal
• Riverbed APM



Ability to measure and diagnose service quality



Ability to trace transactions to find inefficiencies



A single viewpoint providing complete end-to-end visibility

“Riverbed AppResponse gives us a single viewpoint from which we have complete end-to-end visibility. We’re able to monitor the application stack, network, systems and the user experience delivered in real-time.”

Markus Tacho
Head of IT Operations at SVD Büromanagement GmbH

[Read full case study](#)



Intel

With Intel’s engineering expertise and Riverbed Aternity’s groundbreaking DEM platform working together, IT teams gain the only truly complete view of the digital experience for businesses, employees and customers.



Company:
Intel

Headquarters:
USA

Featured Solutions:
• Riverbed Aternity Digital Experience Management (DEM)

160k Devices using Riverbed Aternity



Ability to drill down to a device to troubleshoot



High employee satisfaction

“These deep insights, made possible by Aternity DEM data, pave the way for more uptime, productivity, and cost savings. Aternity DEM also helps our IT teams resolve issues predictively and proactively, ultimately leading to increased employee happiness.”

Julian Braham
Principal Engineer at Intel

[Read full case study](#)

[Watch video](#)





Want to know more?
Read the full case studies online.

[Read more](#)

To receive a demo or find out more information,
please visit www.riverbed.com/contact-us



[Empower the Experience](#)

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.

© 2024 Riverbed Technology LLC. All rights reserved. Riverbed and any Riverbed product or service name or logo used herein are trademarks of Riverbed Technology. All other trademarks used herein belong to their respective owners. The trademarks and logos displayed herein may not be used without the prior written consent of Riverbed Technology or their respective owners.

MSHD-2219_Customer_ebook_1920x1080_ENG_071524