

Aternity for Microsoft Apps and Devices

Digital Experience Management for troubleshooting and validating change for Microsoft Office, Windows, and Teams.

The Business Challenge

Enterprises rely on Microsoft Intune for managing and securing end user devices, and Microsoft System Center for monitoring the availability and performance of physical and virtual devices within the data center. Microsoft Viva provides a view of employee experience by showing how employees are spending their time. But IT requires additional monitoring capabilities to understand the actual employee experience. Reliance on Microsoft 365 and Microsoft Teams and upgrading to new Windows OS versions require IT visibility into end user experience to ensure the expected benefits.

The Riverbed Aternity Solution

Riverbed[®] Aternity augments the device and infrastructure monitoring capabilities of Microsoft Intune and System Center by automatically monitoring and correlating together the three streams of data that constitute true user experience—user productivity, device health and performance, and application performance, including out of the box business activities for the most important Microsoft Productivity Suite applications. This powerful combination provides IT with visibility into the impact of performance on the end user's experience of applications, delivered on any device—mobile, virtual, or physical. Organizations worldwide use Aternity side by side with Microsoft's management applications. Here's why.

Measure ACTUAL Employee Experience, for EVERY Application

Aternity automatically discovers EVERY app in your enterprise, tracks actual usage, and provides a score for app performance and health, based on crashes, hangs, errors, page load time and wait time. Augmenting Microsoft Intune's endpoint analytics,

Aternity tracks what users ACTUALLY see when they interact with applications in a business workflow. Aternity shows you response time breakdown between client device, network, and application back end, so you can resolve issues fast.

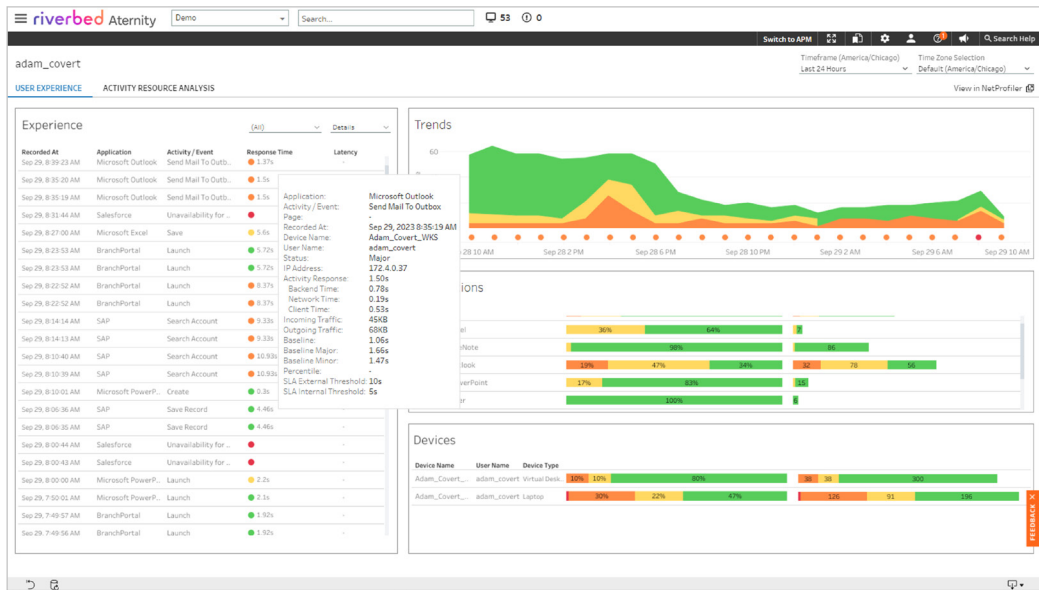


Figure 1: Beyond simple app crash data, Aternity monitors actual employee experience in the context of a business process, and it breaks down overall response time into its component parts.

Employee Sentiment for a Complete View of Digital Experience

In addition to quantitative measures of actual experience, Aternity provides qualitative measures of employee sentiment to provide a total view of digital experience. By capturing real-time feedback through tailored surveys, and correlating it to device and application performance, Aternity provides

a comprehensive understanding of employee satisfaction across various devices and locations. This approach allows IT teams to pinpoint areas that require improvement and implement targeted measures to optimize the digital experience.

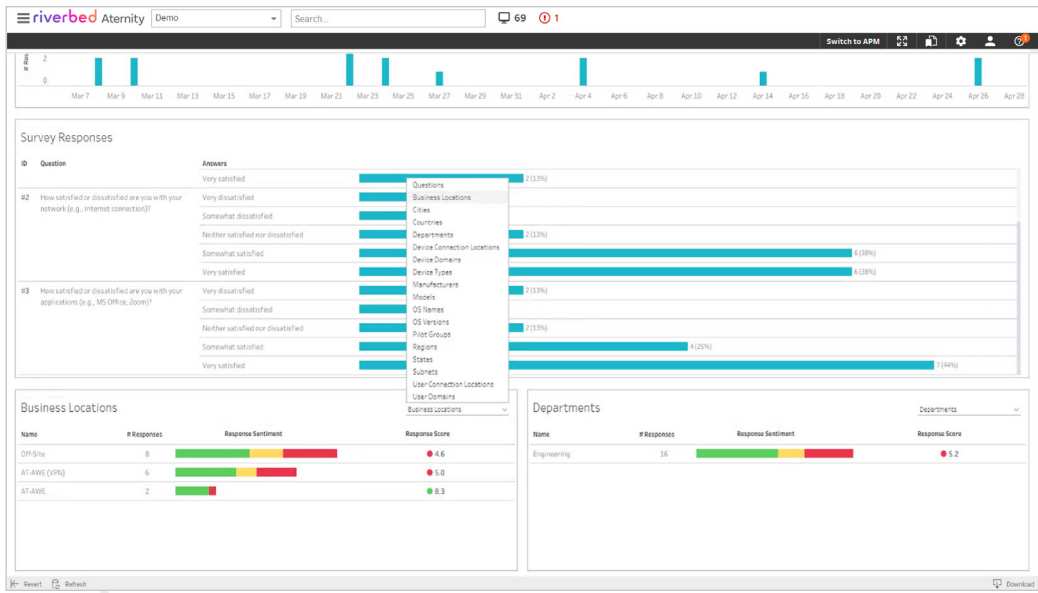


Figure 2: Aternity provides a comprehensive understanding of employee satisfaction across various devices and locations, based on Net Promoter Score®, Likert scales, or free text.

Real-Time Alerting and Logic-Driven Self-Healing for Faster Incident Resolution

Aternity’s AI-powered analytics and self-healing help service desk teams detect and resolve issues faster. Aternity provides logic-driven diagnostics and remediation for high-volume, recurring device issues before they are raised as tickets. Aternity replicates

advanced investigative processes by correlating end-user impact and real-time granular performance data to identify incident root cause. Aternity dynamically mimics expert decision-making through remediation workflows using composable actions.

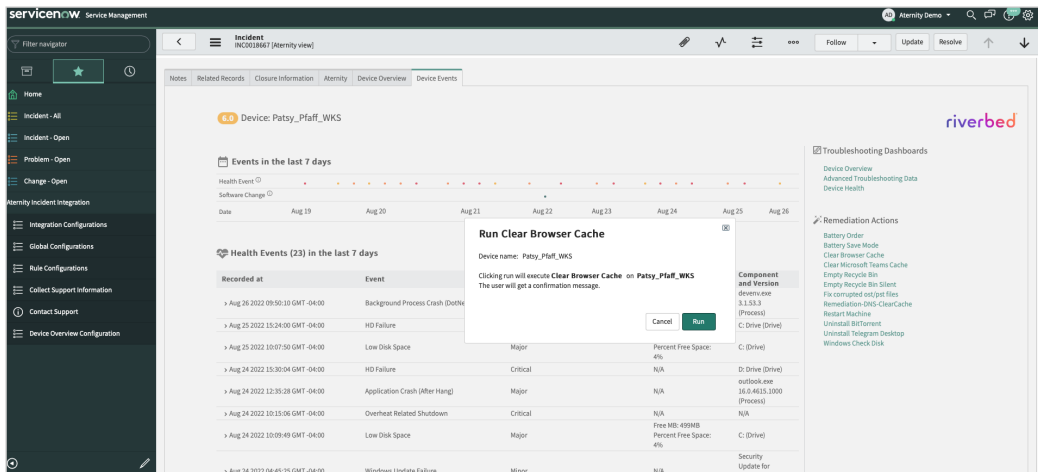


Figure 3: Aternity’s troubleshooting information and remediation actions are seamlessly available via the ServiceNow Incident Management interface.

Industry Benchmarking Drives Digital Experience Improvement Initiatives

Aternity Digital Experience Index (DXI) automatically identifies digital experience hot spots across your enterprise impacting employees and customers, then sets you on a path to action and improvement. You can establish goals for particular areas, based on

industry benchmarks, and prioritize the importance of each area affecting digital experience. You can benchmark your own digital experience against your industry peers and compare the digital experience of different parts of your organization.

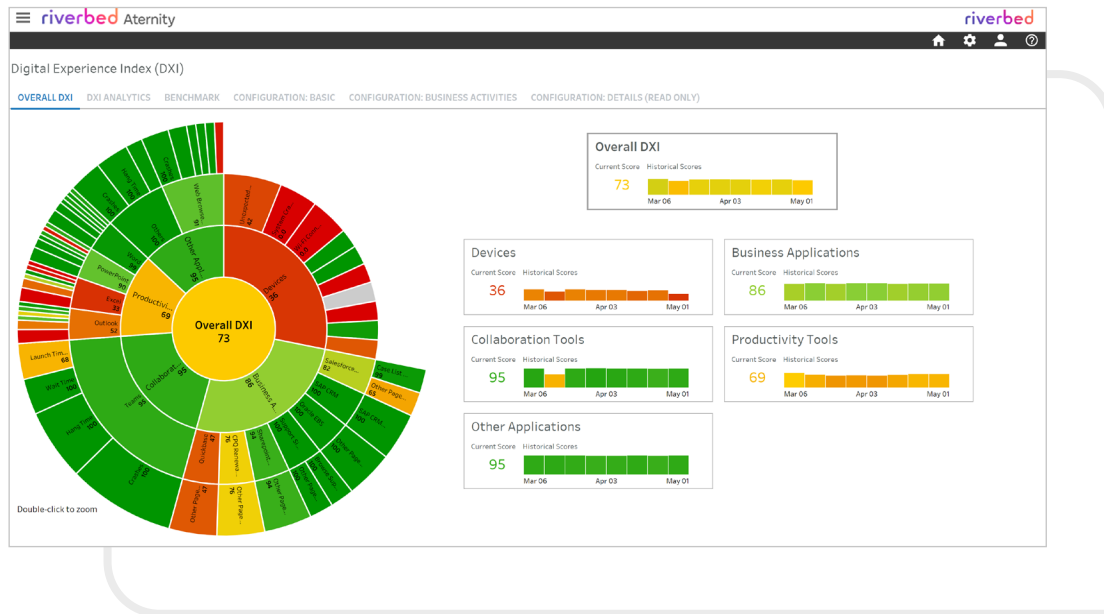


Figure 4: Aternity DXI provides an immediate view of overall digital experience score and color-codes the areas that affect it.

Addressing a Wide Set of Use Cases for Microsoft Teams

Microsoft provides a variety of management tools for Microsoft Teams, including Call Analytics, Call Quality Dashboard, etc. With its integration to Teams, Aternity provides similar capabilities. But the Aternity agent on the employee's device also enables IT resolve other troubleshooting questions, such as whether Teams performance is being affected by anti-virus, rogue

processes, or other executables on the device, or by the performance of peripherals such as headsets. In addition, Aternity capabilities like automated remediation, employee sentiment, and DXI apply equally to Teams as they do for any other business critical application.

Learn more

Riverbed Aternity augments the management capabilities of Microsoft Intune, System Center, Viva, and other applications. Find out why organizations use Aternity

side by side with Microsoft to ensure a world-class digital experience – schedule a demo and visit: riverbed.com/products/digital-experience-management.

