

# Unlock the Future of Energy and Utilities

Where the Energy Transition is Everything

The energy and utilities sector is undergoing a major transition, driven by sustainable and distributed energy resources, increased data and digital twins, and the need to balance demand, grid complexities, and clean energy legislation. Converging platforms connect employees, customers, technology, and data, making digitalization and innovation crucial. Unified observability empowers organizations to transform data into actionable insights, ensuring seamless operations and experiences across the digital ecosystem.

## Unified Observability is a Must-Have for DEX

As per the Riverbed Global Digital Employee Experience (DEX) Survey, published in 2023



**93%**

of energy leaders state unified observability is important (44% critically important) to stay competitive and deliver DEX



**90%**

say there must be greater investment in unified observability

## Energy Leaders Face Key Challenges to Deliver a Better DEX

98% of energy leaders identify at least one major obstacle hindering DEX. The top five are:



**37%**

Inadequate observability tools



**33%**

Talent shortage or lack of skilled personnel



**32%**

Lack of appropriate cloud services and SaaS apps



**31%**

Lack of buy-in from leadership on prioritizing digital experience initiatives



**27%**

Budget constraints

## Transforming IT to be at the Heart of the Energy Transition

Bringing together data, insights, and actions can help the energy and utilities sector run IT operations more efficiently. This translates to better experiences, faster and more effective decision-making, and improved asset utilization – leading them to embrace the energy transition smarter than ever.

### Driving the Transition for Energy and Utilities

#### Reimagine Asset Performance and Data-Driven Decision Making



Maximize asset performance and swiftly diagnose IT issues to minimize downtime and ensure reliable energy delivery. Use AI-driven insights and automation for optimal resource management and operational efficiency.

#### Reimagine Resilience, Network Speed, and Security



Ensure grid resilience and uninterrupted energy flow with real-time data flow across all operational levels. Enhance network visibility to adapt swiftly to threats and changes, ensuring a sustainable energy future.

#### Reimagine Connected Customer Experience and Expert Collaboration



Prioritize digital transformation and seamless customer experiences. Accelerate system upgrades and enable data-driven decision-making with AI-driven network visibility for improved customer support and increased revenue.

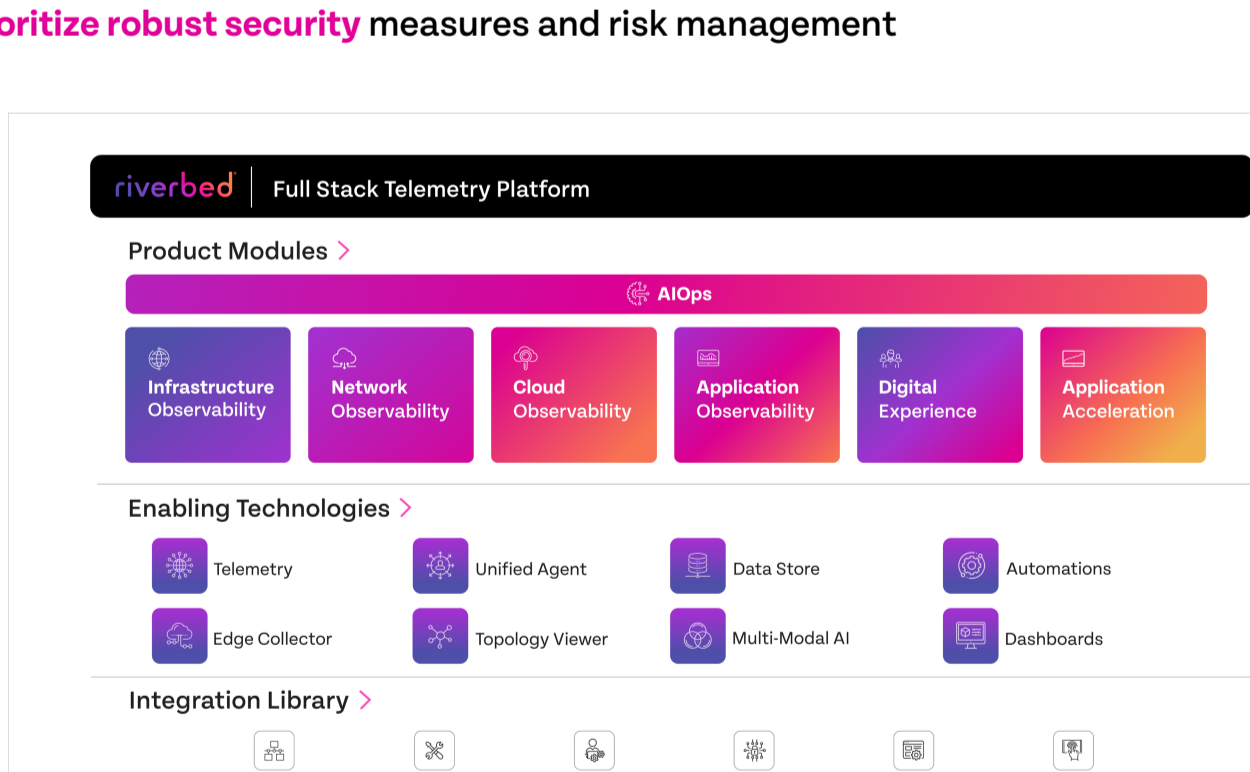
#### Reimagine the Future of Sustainability and Compliance



Navigate sustainability initiatives and integrate clean energy. Build your brand, accelerate digital transformation, and establish trust as you lead the energy transition.

## The Riverbed AIOps Platform Transforms Disparate Data into Intelligent Insights

- **Improve** IT issue diagnosis and resolution
- **Optimize, accelerate,** and remediate network performance
- **Ensure effective field operations** and mobile device monitoring
- **Get end-to-end visibility** for any user, app, or network
- **Enable faster,** more effective decision-making
- **Prioritize robust security** measures and risk management

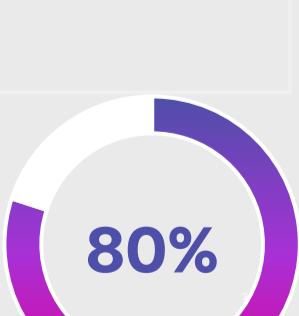


The Riverbed Platform provides the unified observability you need to successfully engage in mission-critical operations. Unlike others, our platform captures high-fidelity, full-stack data on every single transaction across the entire digital ecosystem. With the AI-powered Riverbed unified observability suite, we empower energy and utilities companies to optimize their digital experiences, enhance operational efficiency, and drive performance and business growth.

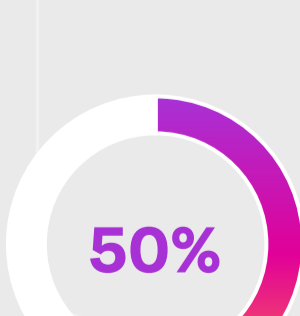
Alongside, the Riverbed Acceleration solutions empower users to harness the full potential of enterprise applications and services, regardless of their location. With Riverbed Acceleration, users experience peak speeds and seamless performance, enabling them to maximize productivity and enjoy better digital experiences.

## The Power of Unified Observability

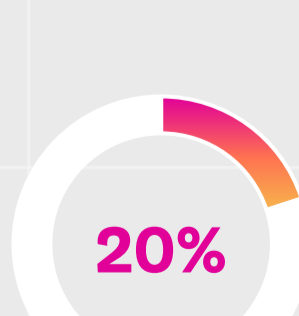
Since partnering with Riverbed, some of our major energy and utilities customers have converted unified data into amplified performance – reaching new levels of their business metrics:



Reduction of troubleshooting time



Elimination of service-impacting errors



Increase in staff productivity over three years