Powered by
ALLUVIO™

The ACE Program, a platform for new opportunities, built on observability and experience management

The Riverbed ACE Program delivers Digital Experience Management as-a-service, powered by the Riverbed Alluvio Aternity platform.

The Riverbed Alluvio Certified Experience (ACE) Program enables Riverbed partners to start offering best in class observability and digital experience management (DEM) – quickly and easily – direct to customers, as a service. Riverbed's ACE Master Partners deliver the core service, including customer support, or enable channel businesses to build and deliver a DEM service themselves, offering flexibility and a risk-free path to growing DEM-enabled revenue streams over time.

Digital Experience Management

In today's digital workplaces, customers are looking beyond uptime and availability and are using user experience as an indication of performance.

This means customers need to:

- Overcome the challenges presented by remote and hybrid work, cloud reliance, and SaaS usage.

- Manage growing complexities, which hamper reactive responses, leading to frustrated employees and vulnerabilities.

- Reduce inefficiencies in handling increased tickets and complaints as a result of multiple limited-scope tools.

- Enable quick, frictionless log-ins and application access.

- Leverage user sentiment analytics to identify trends in user feedback and address issues more effectively.

- Incorporate sustainability objectives into IT strategy.

Digital experience management (DEM) and unified observability help ensure a fully optimized hybrid workforce and enhanced business resilience by:

Continuously monitoring, analysing and optimizing digital infrastructures to ensure performance, user satisfaction, and business continuity.

Providing end-to-end visibility, proactive issue resolution, and valuable insights to empower data-driven decisions and sustain a competitive edge.
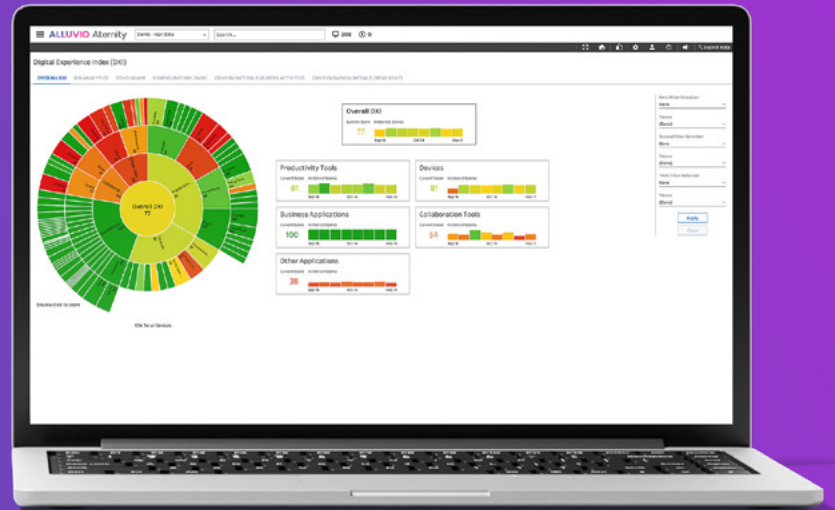
Join the Riverbed ACE Program today!

For more information on the Riverbed ACE Program, email **Riverbed.Partners@riverbed.com**

For information on Alluvio Aternity, **visit us online**

riverbed

Riverbed Alluvio Aternity:

Improving business performance and user experience, with observability that opens the path to value added service delivery.
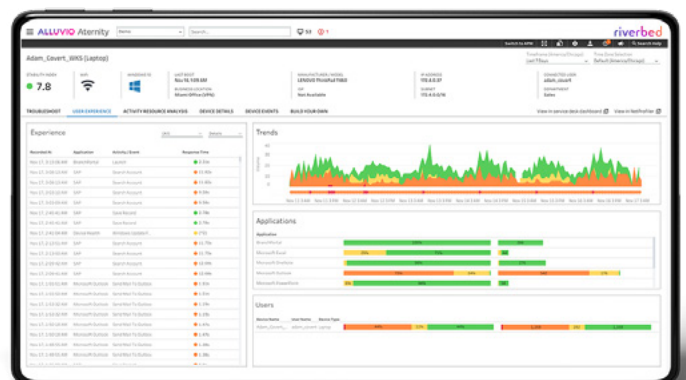

Part of a simple, smart and open product suite delivering unified observability, automated and predictive remediation, and AI-enabled continuous improvement, Riverbed Alluvio Aternity brings business context to every end-user's interaction with the applications and devices they rely on to be productive.

Alluvio Aternity benchmarks device, application, and business activity performance to provide actionable insights for improving productivity and employee experience.

Automated remediation significantly reduces the number of tickets raised, and often addresses issues before users experience any limitations or poor service quality. Enhanced troubleshooting capabilities help reduce escalations. Improved observability and monitoring of use over time also helps organizations, and you as their provider, understand where to make investments, and where efficiencies can be delivered.

Alluvio Aternity gives you the capability to help your customers drive down cost while improving service quality and user satisfaction and opens opportunities for value services that will deliver business improvements.

Through the ACE program, Riverbed partners can begin to offer these capabilities quickly with minimum risk or upfront investment.

riverbed

Riverbed ACE Program

Alluvio Aternity helps you empower your customers to:

Respond to business needs

Alluvio Aternity delivers full-fidelity telemetry, capturing detailed data on your customers' end user experience. Advanced analytics and correlation capabilities provide actionable insights, which serve as the foundation for optimizing operations. By leveraging Alluvio Aternity, your customers can fine-tune revenue generation strategies, streamline cost management, enhance workforce productivity, all while maintaining a robust risk containment framework.

Support a proactive approach to remediation

Facilitate real-time monitoring of your customers' user experiences, with a granular view into application performance and network behavior. Leveraging this insight, your customers can identify potential disruptions before they impact users. Alluvio Aternity's remediation capabilities allow for rapid issue resolution that address problems at their source and automate recovery actions. This minimizes downtime, reduces operational costs, and eliminates the need for users to initiate service desk contacts, especially for common, predictable issues.

Inform strategy

Alluvio Aternity plays a pivotal role in managing IT changes by facilitating precise impact assessments. It measures the effect of both strategic IT projects, such as cloud migrations and data center transformations, and routine changes like device, OS, or application upgrades. Before and after the change, it evaluates employee experience, ensuring the desired results are achieved. This data-driven approach allows your customers to quantify the financial impact on workforce productivity, fostering informed decision making. With Alluvio Aternity, your customers can confidently embrace change, aligning IT initiatives with business objectives while minimizing disruption.

Join the Riverbed ACE Program today!

For more information on the Riverbed ACE Program,
email **Riverbed.Partners@riverbed.com**

For information on Alluvio Aternity, **visit us online**

riverbed

Riverbed ACE Program

A low-risk entry point, to a high growth market

Riverbed partners can begin delivering services powered by Alluvio Aternity, supported by highly skilled ACE Masters. These industry specialists can provide Alluvio Aternity DEM as a managed service directly to customers, along with all support services required, allowing providers to bypass investment in integration or skills.

Alternatively, for those who wish to integrate Alluvio Aternity DEM into their own service stacks, the ACE Masters Program can offer support with delivering licensing and technical support.

Irrespective of how partners choose to use ACE expertise, you can ensure:

Unlock revenue streams with attractive DEM-as-a-Service offerings.

Address growing customer need for optimizing employee and customer digital experience.

Access leading Unified Observability portfolio to deliver cutting-edge solutions.

Flexible licencing models that drive greater customer satisfaction.

Strong support and enablement through Riverbed's partner ecosystem.

Develop customer relationships and intimacy.

How do I start?

Start today. No sign up. No skills required. Simply reach out to your Riverbed Channel Account Manager to guide you through a simple onboarding process.

For more information on the Riverbed ACE Program, email **partners@riverbed.com**
For information on Alluvio Aternity, **visit us online**

riverbed