

Riverbed Unified Observability

An Open Suite to Illuminate Digital Experience and Drive Digital Performance

Observability for all IT

When organizations invest in an open observability suite that unifies data, insights, and actions across IT, they can eliminate data silos, resource-intensive war rooms, and alert fatigue. They can enable faster, more effective decision-making across domains, apply expert knowledge more broadly, and continuously improve digital experience and digital performance for their customers and employees. And they can do this while preserving their investment in third party tools.

The rapid rate of digitization and transformational shifts to hybrid work, distributed cloud networks, and modern application architectures add layers of complexity to an already complex IT environment.

Users are everywhere. Applications and their components are everywhere. Data is everywhere and increasingly growing in terms of volume, variety, and velocity. In this highly distributed, dynamic, and hybrid environment, everything is interconnected. Yet, IT still relies on siloed tools to manage performance.

When issues occur, IT is overwhelmed by massive amounts of data and alerts that provide little context or actionable insights. Troubleshooting requires war rooms and the expertise of highly skilled IT staff to manually connect and interpret data across domains. And when tools limit or sample data, IT may not even be aware of other potential issues or opportunities for proactive improvement.

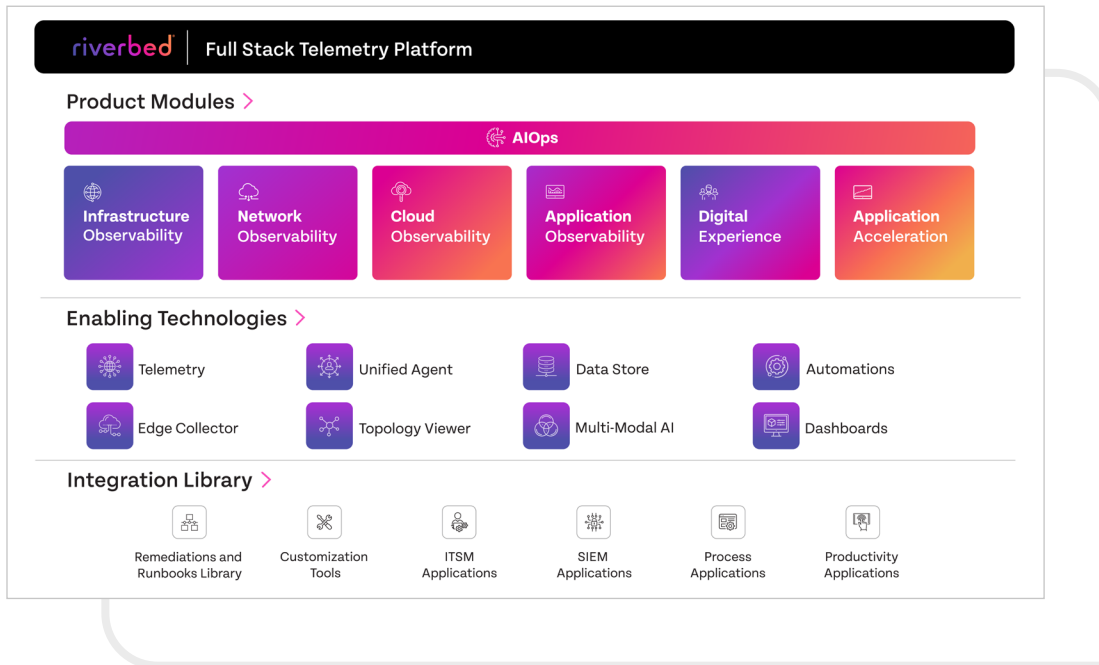
Observability is meant to solve these problems, but current solutions fall short. Even so-called “full-stack” observability solutions fail to capture all relevant telemetry and sample data to deal with the scale of today’s distributed environment. Most solutions only collect three or four types of data and are limited to DevOps or Site Reliability Engineers for cloud-native use cases. And they offer nothing beyond the alert, so IT still relies on their resident expert to manually investigate events. Specialized point tools force IT to become the system integrator, adding costs and complexity. And closed suites, while they’re easier to buy and manage, may cause IT to have to rip and replace current systems.

Riverbed has a different and superior vision for observability. Riverbed Unified Observability unifies data, insights and actions, empowering all IT teams to deliver seamless digital experiences and end-to-end performance. And Riverbed is an open suite that integrates seamlessly with third-party tools, so it enables IT to protect its investments.

Extract the value of data with actionable insights and intelligent automation

Unlike other observability solutions that limit or sample data, our platform captures full-fidelity user experience, application, and network performance data on every transaction across the digital ecosystem. It then applies AI and ML to contextually

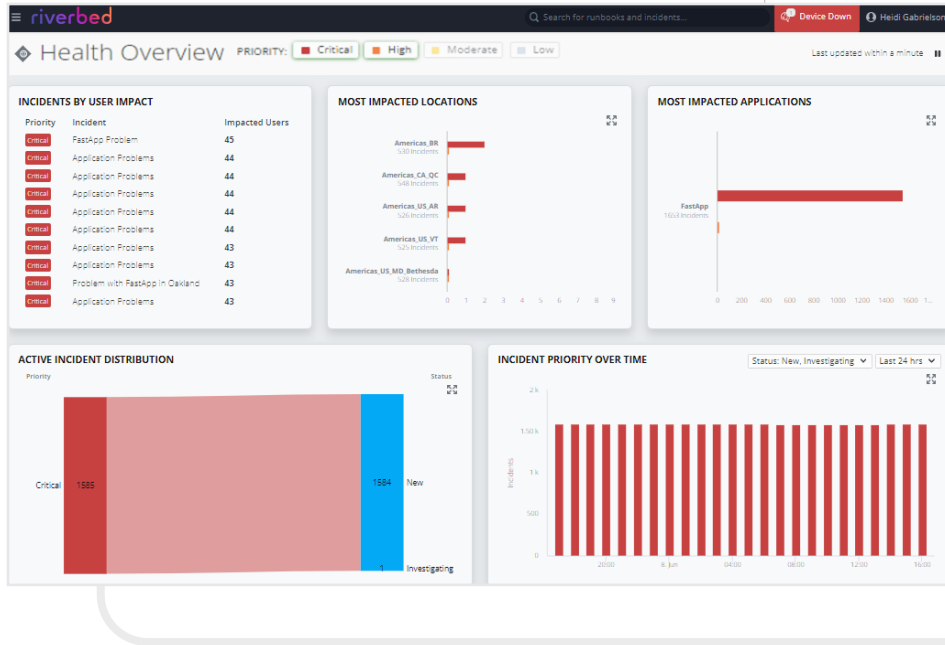
correlate disparate data streams and to provide the most accurate and actionable insights in a single user interface for a unified view. This intelligence also automates the investigative workflows of IT experts, empowering staff at all skill levels to solve problems, fast.



Full-Fidelity Telemetry

Riverbed Unified Observability captures full-fidelity data from client devices, networks, servers, applications, cloud-native environments, and users themselves. Unlike other products that sample data to deal with the scale of today's distributed

environments, our platform captures every transaction, packet, and flow. It also analyzes actual user experience (quantitative and qualitative) for every type of application, not just web and mobile.

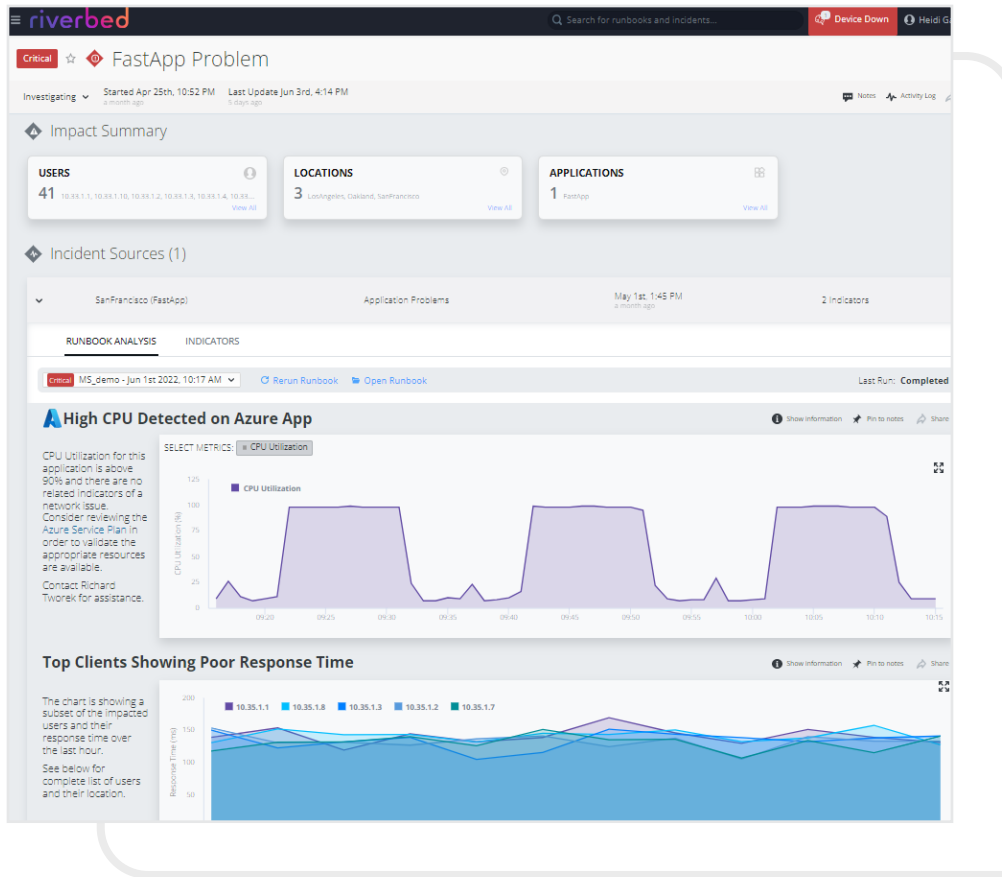


Full-fidelity data gives IT a complete picture of what is happening and what has happened, without missing key events due to sampling.

Intelligent Analytics

By applying AI, ML and proprietary data science techniques across disparate data streams, including third-party data, Riverbed Unified Observability detects anomalies and changes and surfaces the most important events faster and with precision.

Unlike other products that correlate events primarily on time, or that require complex asset database integrations, our platform automates the process of gathering and correlating every relevant metric from various domains.



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 cause of poor performance.

Actionable Insights

Riverbed Unified Observability delivers context-rich, filtered, and fix-first insights, ready for IT action. These insights enable effective cross-domain collaboration and decision-making to accelerate mean time to resolution. Providing a single source of

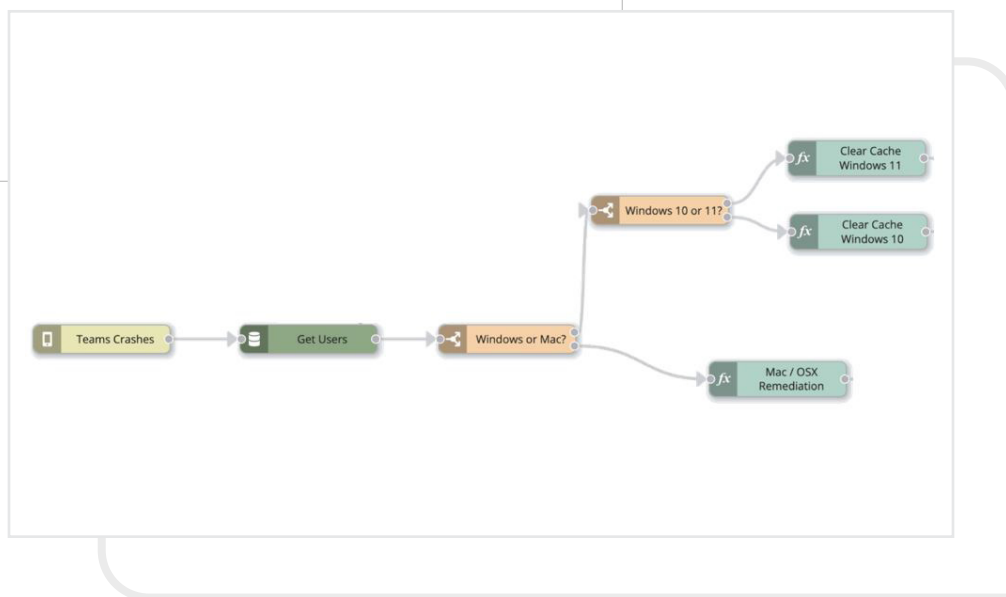
truth for IT reduces time wasted in war rooms, finger-pointing, and excessive escalations. Through open APIs, these actionable insights also add value to a broader ecosystem of tools used to improve digital experience and IT service quality.

Automated Remediation

Powered by the AI-driven automation, Riverbed uses AI, correlation, and automation to streamline repeatable processes with minimal human intervention, lower costs, and improved user satisfaction. Riverbed uniquely offers broader automation use cases that extract insights across Riverbed telemetry and 3rd party tools to enable faster time to resolution. With its powerful automation, analytical and integration capabilities, Riverbed offers four automation use cases:

- Incident response runbooks automate troubleshooting by replicating the best practices of IT experts.

- Security forensics leverages automation to distill forensic data from the Riverbed NPM portfolio for use in traditional security tools, like SIEMs and SOARs.
- 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 directly from ServiceNow.
- By harnessing the power of the multi-modal AI, logic-driven endpoint remediation workflows are capable of dynamically mimicking expert decision-making, resulting in instant fixes for simple to complex issues.



Riverbed leverages the power of the multi-modal AI and automation to guide remediations, enabling L1 staff to solve problems without needing to escalate.

Unified Data

Capture and unify full-fidelity telemetry across the entire IT ecosystem and actual user experience, without sampling.

Unified Insights

Get unified, context-rich, filtered and prioritized insights that address the challenges of all IT domains, not just DevOps.

Unified Actions

Replicate and automate the best practices of IT experts to unify and empower staff at all levels to accelerate problem-solving.

With Riverbed, IT can eliminate data silos, resource-intensive war rooms, and alert fatigue. They can enable cross-domain decision-making, apply expert knowledge more broadly, and continuously improve digital service quality for their organizations' customers and employees.

Simple, Smart and Open

Riverbed helps deliver exceptional digital experiences. An open suite, it enables IT to protect investments in current tools. It applies AI, ML, and proprietary data science techniques across disparate domains including third-party data. It integrates with third-party products like ServiceNow and Splunk. And it provides a single user interface for a unified view.



Riverbed – 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.