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Aternity DEM Editions

Unleash the digital experience for everyone

AI-driven actionable user experience insights at every device, app and click

Two editions aligned to your DEM journey

The Aternity™ Digital Experience Management platform comes in two editions, tailored to address the business outcomes that are most important to your company.

Both editions address a broad range of use cases for device and user experience troubleshooting, proactive identification and resolution of issues, and insight into application performance and employee experience. Aternity Enterprise has expanded application insights and includes more automated workflows than Essentials. As your proficiency grows, you can easily expand Aternity to deliver additional digital experience management capabilities.

Proven Enterprise-Scale DEM

250 Billion
Activities processed daily

5 Million+
Endpoints managed globally

8
Years of Certified Compliant SaaS Operations

Aternity Essentials and Enterprise

Automated remediation and performance visibility for employee devices and productivity apps

A quick start into Digital Experience Management that helps service desk teams improve operations and customer satisfaction, with automated remediation and insight into device and productivity application health.

- **Control operations costs and improve service**. Reduce problem resolution times and improve First Level Resolution rates by proactively identifying device and application issues and automating recovery actions.

- **Speed up Mean Time to Detect and Repair with ServiceNow Integration**. Integrate Aternity's proactive alerting with ServiceNow to streamline operations according to your run book.

- **Improve First Contact and First Level Resolution rates**. Quickly identify and resolve the source of performance delays in leading productivity applications like Microsoft Office and Outlook.

Triage user complaints quickly with an overview of the user and their device. Tailor hardware and software checklist steps to your run book, then drill down into device and application issues to resolve them quickly.

Aternity Essentials and Enterprise

Visibility into the performance of every employee device and enterprise application

Aternity Essentials provides digital workplace services teams visibility into actual employee experience for every device and business-critical application to enable the workforce to work from everywhere.

- **Mobilize the remote workforce**. Insight into employee experience helps you continually improve service and provision the workforce with a high-performing, cost- efficient tech stack.

- **Application discovery, usage and performance**. Discover every enterprise application in use, even SaaS and Shadow IT, and monitor the performance from the user's perspective.

- **Reduce IT asset costs**. Reduce the cost of device refresh and enterprise software license renewal by considering actual employee experience and application usage.

- **Improve collaboration application performance**. Proactively identify issues with call quality for leading collaboration applications like Microsoft Teams, Skype for Business and Zoom.

- **Benchmark IT service**. Compare your company's digital experience against the hundreds of others managed by Aternity, by industry, geography, or company size to get insights into improvement areas with the highest potential impact.

Track call volumes and performance by department, geography, and device type to analyze trends in usage and quality.
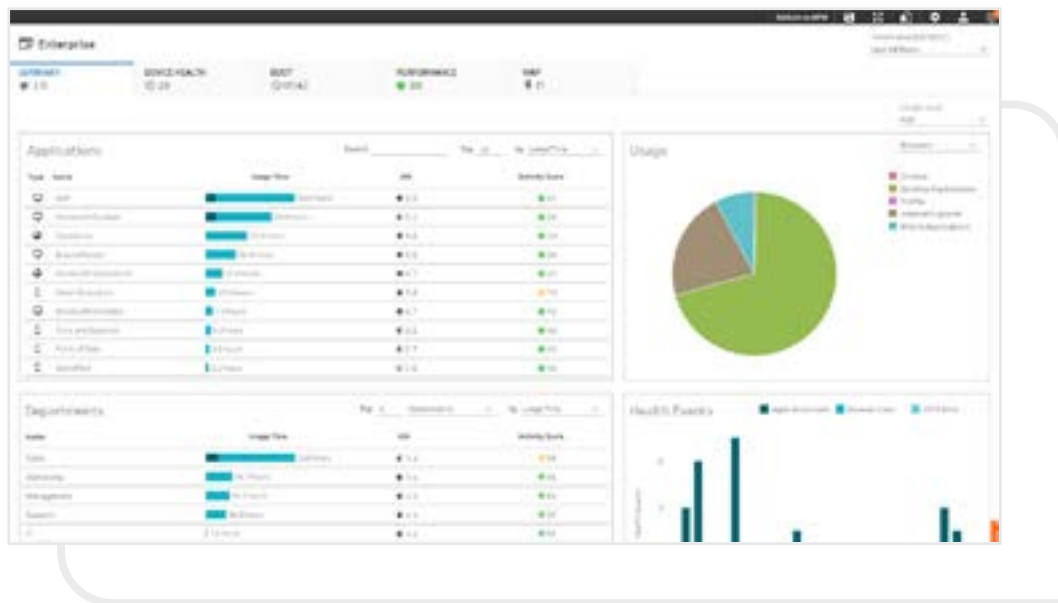
Aternity Enterprise

Actionable user experience insights at every device, app and click

Aternity Enterprise brings AI-driven business context to every end-user, application and activity to inform remediation, drive down costs and improve productivity. Aternity Enterprise adds "click to render" - the ability for IT to monitor what employees actually see - for every type of business-critical app used in the enterprise.

- **Mitigate the risk of IT transformation**. Validate the impact of strategic or tactical IT changes by comparing digital employee experience before and after the change.

- **Continuous service improvement through optimizing critical business application**

performance. Eliminate bottlenecks and performance problems with visibility into what employees and customers actually see when they use any business-critical application.

- **Intelligent Service Desk**. Aternity Intelligent Service Desk replicates advanced investigative processes by correlating end-user impact and real-time granular performance data to identify incident root cause. Its flexible logic streamlines user feedback and resolves simple and complex issues, before impacting users. Aternity Enterprise comes with 10 runbooks per endpoint. Aternity Essentials comes with 2 per endpoint.

Aternity automatically discovers EVERY application in your enterprise, tracks actual usage, and provides a score for performance and health, based on crashes, hangs, errors, page load time and wait time.

Aternity Editions

Choose the edition that's best for you. Here's how they compare.

	Essentials	Enterprise
Device inventory, performance and health	•	•
Automated remediation	•	•
ServiceNow integration	•	•
Chatbot integration	•	•
Digital Experience Index	•	•
Employee Sentiment	•	•
Insights	•	•
Productivity application performance	•	•
Application discovery and usage	•	•
Collaboration application call quality	•	•
Application performance - user experience score	•	•
Custom advanced dashboards	•	•
Data retention	13 months	13 months
REST API	5 queries/min, 1000 queries/day	5 queries/min, 1000 queries/day
Application performance - "click to render"	Additional add-on	•
Automated runboooks	2 per endpoint per month	10 per endpoint per month

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About Riverbed

Riverbed is the only company with the collective richness of telemetry from network to app to end user that illuminates and then accelerates every interaction so that users get the flawless digital experience they expect across the entire digital ecosystem. Riverbed provides two industry-leading solutions: the Riverbed Unified Observability portfolio, which integrates data, insights, and actions across IT to enable customers to deliver seamless digital experiences; and Riverbed Acceleration, which offers fast, agile, and secure acceleration of any application over any network to users, whether they are mobile, remote, or on-premises. Together with our thousands of partners, and market-leading customers across the world, we empower every click, every digital experience. Learn more at riverbed.com.