Aternity for Intel® Thunderbolt™ & Wi-Fi

Real-time insights and automated remediations for Intel® Thunderbolt™ and Wi-Fi issues.

In today's data-driven workplace, businesses increasingly rely on Thunderbolt™ and Wi-Fi technologies for high-performance computing and seamless connectivity. Yet IT teams face significant challenges in managing these systems. Limited visibility into the performance of Thunderbolt™ connected peripherals and Wi-Fi networks creates a "black box" scenario, making it difficult to diagnose and resolve issues. This leads to time-consuming, manual troubleshooting, which frustrates users, and reduces productivity. Without real-time data and actionable insights, organizations struggle to maintain optimal.
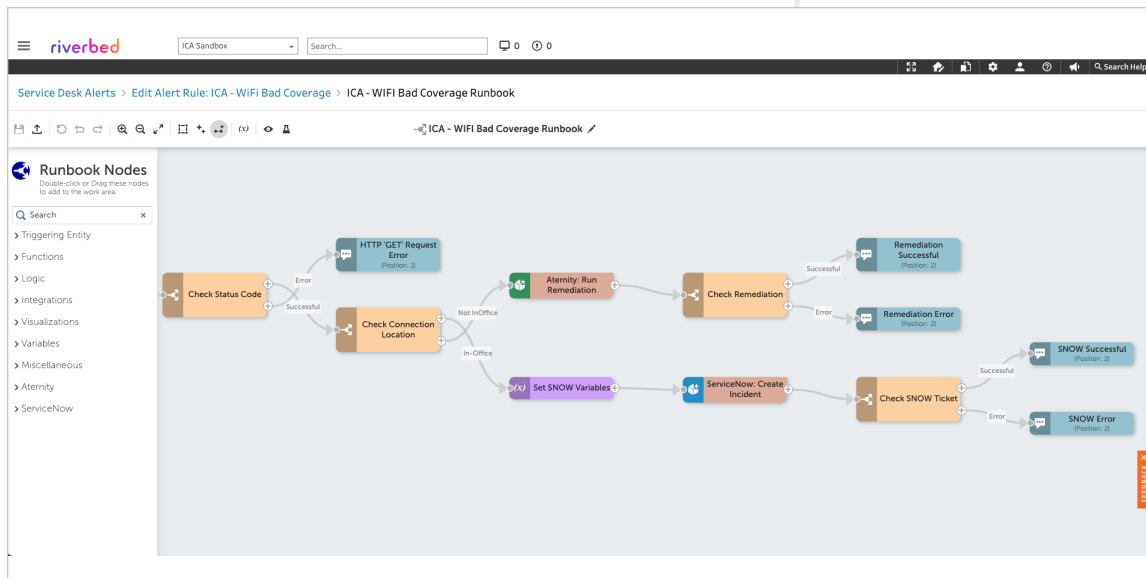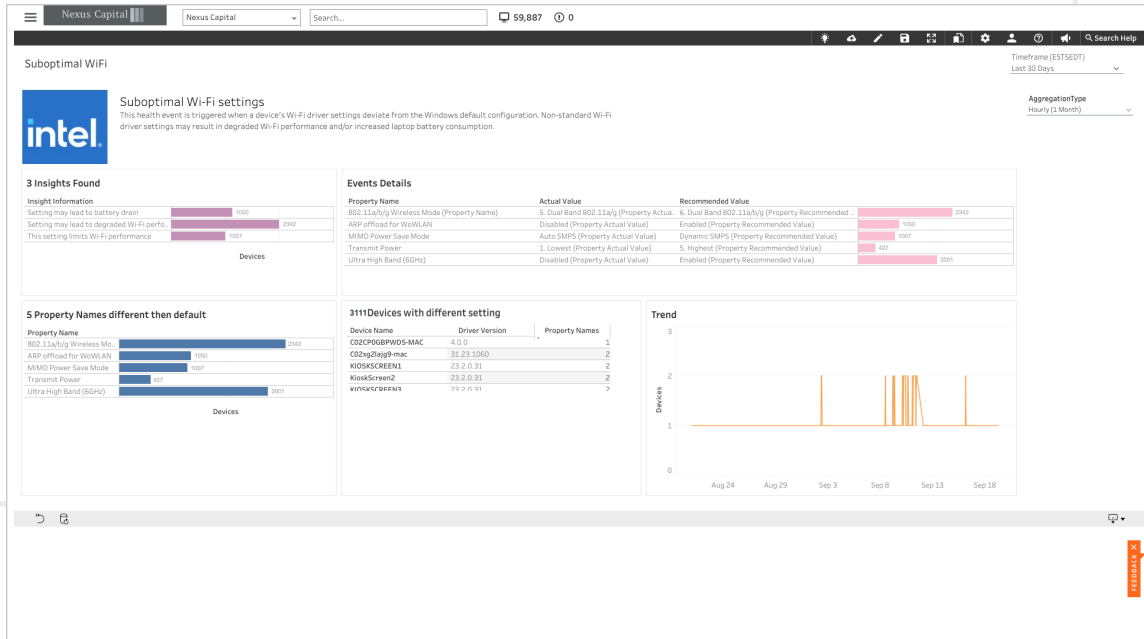
Revolutionizing DEX with Unmatched Insights into Perhiperhal and Performance Optimization

Riverbed® Aternity is the first DEX solution to leverage its Intel® partnership to deliver unparalleled visibility into the "black box" of Thunderbolt™ peripherals and Wi-Fi connectivity, configuration, and performance. In contrast to other DEX vendors that are confined to device-level data and cannot detect peripheral malfunctions or connectivity bottlenecks, Aternity has access to Intel® 's

specialized code that provides below-the-OS-metrics visibility. Combining Intel® 's code metrics with Aternity's real-time data collection, analysis, and user sentiment, IT can proactivity identify and resolve digital experience issues. This approach ensures that Intel® devices consistently perform at peak levels, optimizing performance and reducing downtime. As a result, it drives superior business outcomes through improved device functionality, enhanced application responsiveness, and increased user satisfaction.

Comprehensive Insight into Thunderbolt™ and Wi-Fi Connectivity, Configuration, and Performance

Aternity, in collaboration with Intel®, delivers real-time visibility into Thunderbolt™ and Wi-Fi performance using below-the-OS telemetry. This means IT teams can now monitor connectivity and configuration issues, such as bad Wi-Fi coverage, latency, interference, and hardware malfunctions. This granular insight allows faster identification of problems like network congestion, faulty connections, or peripheral issues, enabling efficient troubleshooting and boosting employee satisfaction.
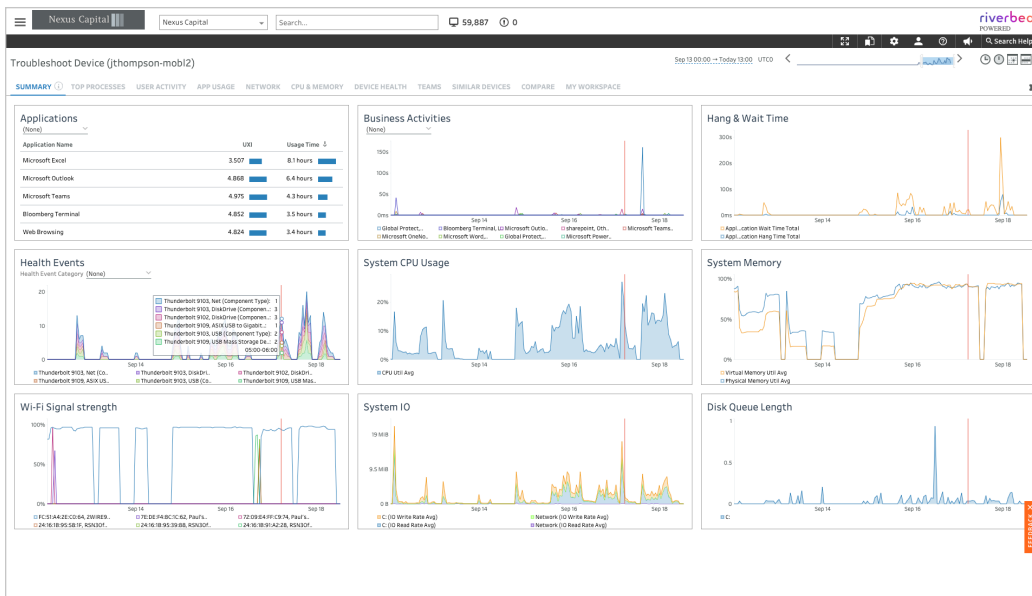
Figure 1a: Riverbed Aternity can preemptively see which devices have Intel® Wi-Fi settings outside of peak performance.
Figure 1b: Riverbed Aternity can automatically remediate through a runbook and reset to optimal settings.

Automated Resolution of Connectivity and Configuration Challenges

Managing Thunderbolt™ and Wi-Fi configurations across numerous devices can be complex. Aternity simplifies this by automating troubleshooting and remediation processes, including driver updates, firmware corrections, and network optimizations. This automation lightens the load for IT teams, accelerating issue resolution and minimizing downtime. By addressing connectivity and performance issues proactively, businesses can enhance productivity while focusing on strategic IT priorities.

Enhance User Experience Through Connectivity Feedback

In addition to real-time performance data, Aternity incorporates employee sentiment analysis to provide a complete view of the user experience. This allows IT teams to correlate connectivity and configuration issues — such as slow network response or peripheral failures — with employee productivity and satisfaction. By linking technical issues with user feedback, organizations can address performance problems more effectively, improving both employee engagement and business outcomes.
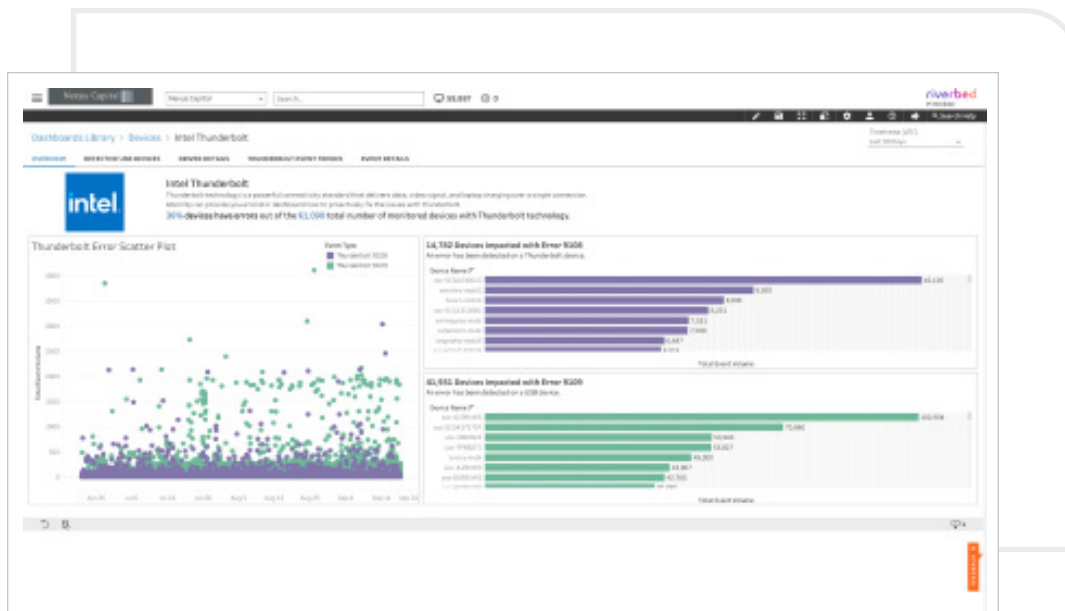

Figure 2: Riverbed Aternity provides detailed user experience for Intel® Thunderbolt™ errors. This shows the Thunderbolt™ errors and the cause being an outdated driver causing the issues. IT can quickly remediate this issue by providing the user with a more stable driver recommendation.

Proactive Fleet Management for Consistent Connectivity

Managing diverse hardware setups can be challenging. Aternity's proactive fleet management tracks real-time data on connectivity, peripheral usage, and network performance. This ensures IT teams can detect and resolve issues before they escalate, maintaining consistent Thunderbolt™ and Wi-Fi performance across all devices. As a result, employee productivity improves, and operational disruptions are minimized.

By delivering real-time insights, automating troubleshooting, and providing actionable feedback, Aternity and Intel® enable IT teams to reduce downtime, optimize performance, and improve the overall user experience across Thunderbolt™ and Wi-Fi connected devices.

Figure 3: Riverbed Aternity can see if issues are isolated or impact the organization. Get visibility across the entire fleet to see which users have an outdated driver causing monitors to crash and can remediate with a more stable driver recommendation.

Learn More

Aternity is the only digital employee experience solution that provides a unified view of actual employee experience, for every enterprise app running on any type of device – laptops, PCs, virtual and mobile – for Windows, macOS, Android, iOS, and Chromebook. With Aternity, digital workplace leaders gain insights into the digital experience of their entire workforce, no matter where they work, to ensure employees are productive and engaged

To learn more, please visit Intel® Partnership | Riverbed.

About Riverbed

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.