

# Shift Further Left in the Service Desk

## Intelligent Service Desk for Riverbed Aternity

### Prevent Incidents and Improve the Employee Experience

With its Intelligent Service Desk capabilities, the Riverbed® Aternity Digital Experience Management (DEM) Platform enables companies to significantly reduce service desk ticket volume by enabling companies to shift to level 0 and improve first level resolution rates. Aternity goes beyond simply isolating the source of delay to resolving issues before tickets are even raised. Aternity also leverages Sentiment analysis as part of its remediation workflows to ensure users are satisfied with resolutions.

### Shift Left to Increase Productivity and Minimize Dependency on Specialized Knowledge

For Service Desks, shifting left has become more important than ever. The increase in workspace applications, combined with higher service quality expectations among today's digital nomads, have driven incident volume and complexity to a critical level. Service desk teams must be able to shift left to manage increasing ticket volumes and improve employee productivity. This means solving problems at the lowest level possible, because high level escalations result in higher costs, longer resolution times, and less time on strategic initiatives.

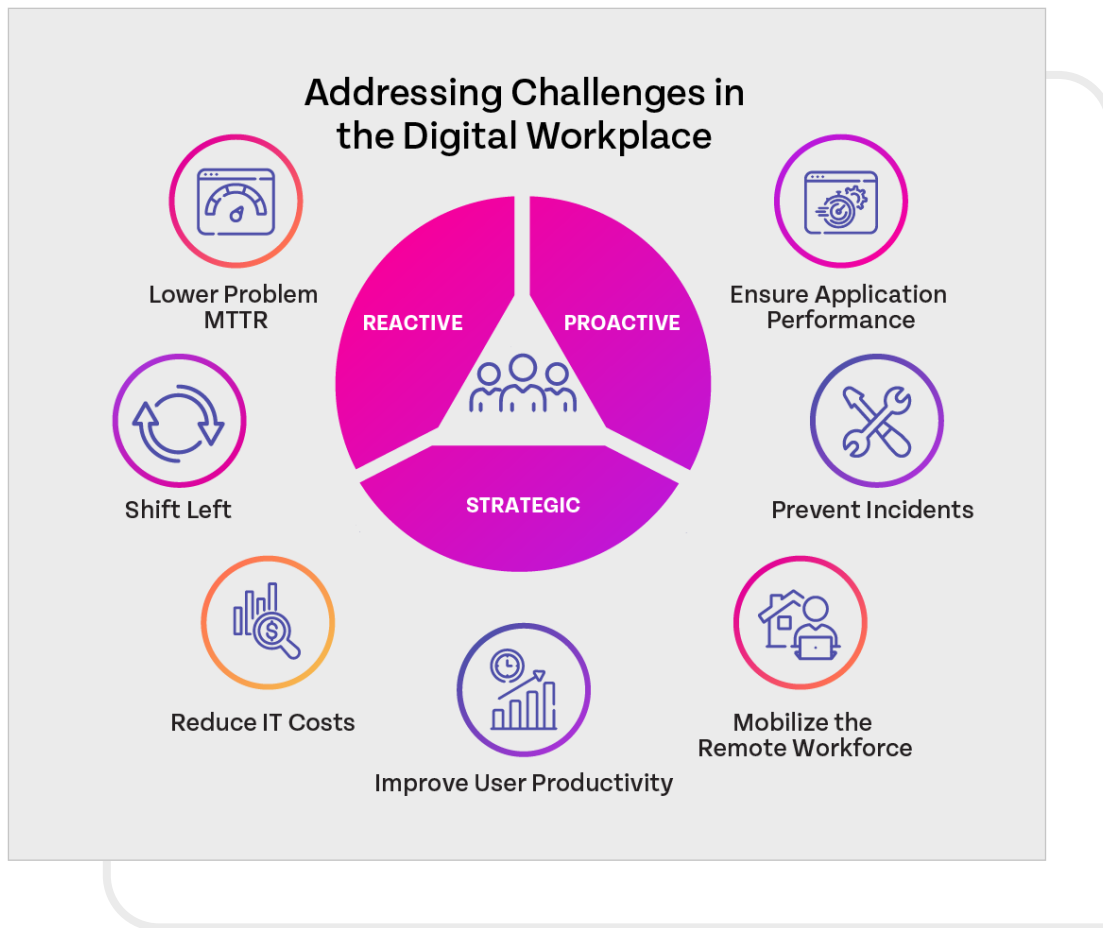
Additionally, companies must address several challenges that impact the digital experience:

- **Increased user complaints:** With the shift to hybrid work, the volume of user issues around application and device performance has doubled.
- **Lack of actionable, contextual insights:** Already short-staffed IT teams are often chasing monitoring events that don't impact digital experience, resulting in longer resolution times of critical issues and higher error rates.
- **Budget constraints:** Uncertainty in today's economic climate has resulted in tighter budgets, but IT must still provide excellent service.
- **Narrow automation use cases:** IT silos limit knowledge re-use and the ability to automate remediations with accurate, comprehensive root cause insights and analysis.
- **Changing technology:** IT must manage an increasingly complex portfolio of technologies, including collaboration tools, SaaS, virtual desktops, virtual applications, and mobile.

## Aternity Reduces Costs and Improves Operational Efficiency

The Aternity DEM Platform combines End User Experience Monitoring (EUEM), User Journey Intelligence and Aternity Mobile to help service desk teams solve problems earlier and faster. For years, Aternity's AI-enabled insights, detection, and resolution capabilities have helped organizations reduce MTTR by 24% or above. With Riverbed's expanded remediation capabilities through Intelligent Service Desk, enterprises can witness a savings of over \$9M annually.

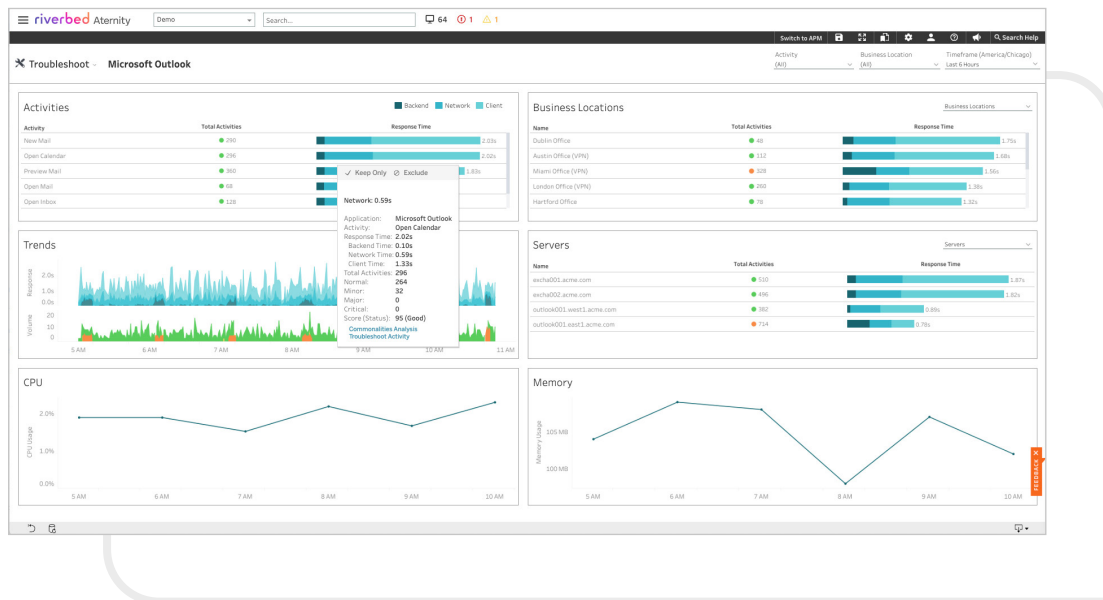
Intelligent Service Desk Automation employs a combination of AI-enabled detection, troubleshooting and logic-driven remediation, giving back hours of time to Service Desk Agents. Unlike other solutions that offer a multitude of remediation scripts designed to address narrow use cases, Aternity sets itself apart by offering automated logic-driven diagnostics and remediation workflows for high-volume, recurring desktop issues before they are raised as tickets.



# Reduce Time to Detection with Aternity's Embedded AI Capabilities

Aternity proactively identifies issues by establishing targets for acceptable performance and alerting when performance thresholds are exceeded. Once a user experience degradation event is detected, Aternity correlates the anomaly with configuration events, enabling IT teams to rapidly isolate the cause with accuracy.

Aternity's unique click-to-render insights and end user experience data show the actual end-user experience on any application or device. With just one-click, IT can isolate the source of delay to the client device or application back-end.



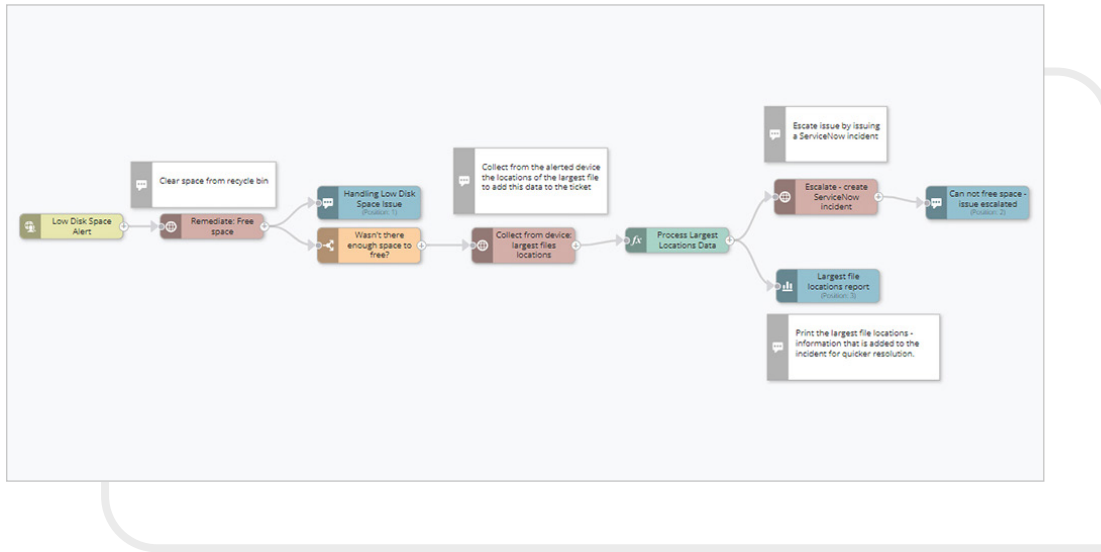
**Figure 1:** Isolate the source of delay to client device, network or back- end and quickly investigate issues using AI-powered analytics.

## Aternity Also:

- Monitors the user experience on all types of applications including cloud native, SaaS, thick client, and mobile.
- Applies AI-enabled analytics to surface anomalies to resolve issues before the business is impacted.
- Delivers comprehensive, contextualized information so that agents don't require specialized knowledge for resolution.
- Streamlines the detection of issues by automating system and service checks, which reduces false positives.
- Analyzes the common characteristics of users experiencing the same problem to identify the likely cause.
- Utilizes device health and performance data to investigate issues quickly so that IT does not have to interface directly with the user's device.
- Remotely validates and troubleshoots incidents by viewing the current and historic user, device, and application information.

# Intelligently Automate Troubleshooting, Resolution and Ticket Escalation

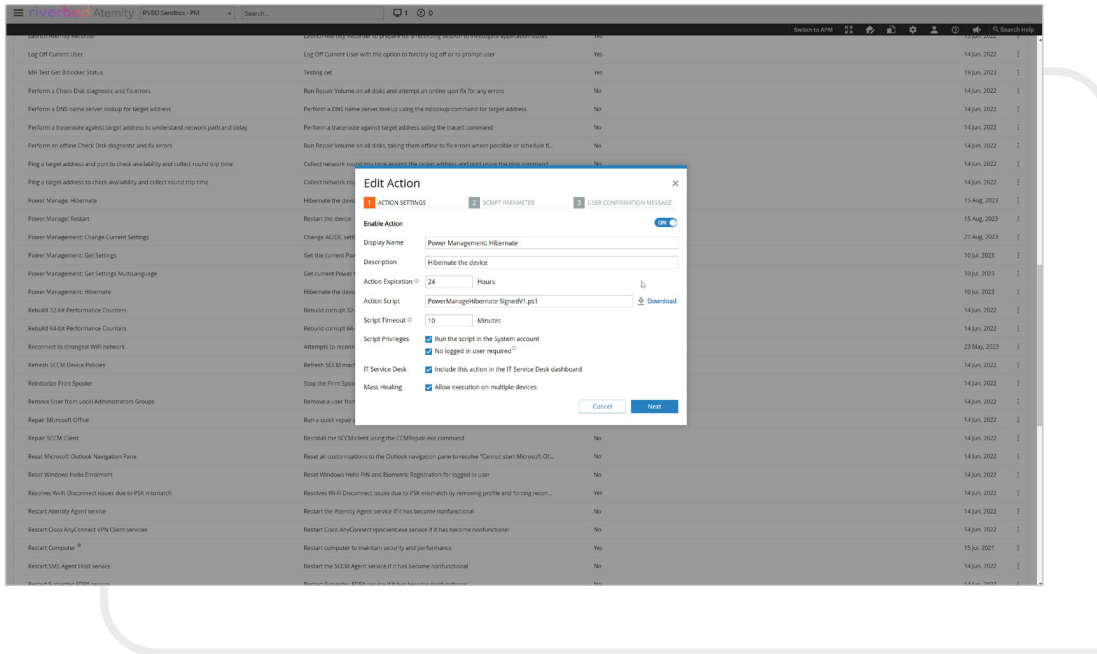
With the use of runbooks and its underlying automation technology, the LogiQ Engine, Aternity replicates advanced investigative processes by correlating end-user impact and real-time granular performance data to identify incident root cause and the best combination of remediation actions to take.



**Figure 2:** Runbooks, hundreds of Windows and Mac Remediation actions turn into thousands of remediation workflows.

Aternity dynamically mimics expert decision-making and integrates Sentiment surveys within its remediation workflows using composable actions. Its flexible runbook logic integrates interactive feedback with optimal engagement levels to resolve simple and complex issues. This helps IT prioritize and resolve issues efficiently based on true user impact, avoiding unnecessary brute force measures.

- Eliminate the need for users to contact the service desk
- Eliminate the need for human intervention and reduce human errors
- Avoid brute-force resolutions
- Deliver elevated service level agreements for VIP end users
- Track the effectiveness of resolutions over time by analyzing volumes, number of closed tickets and other key metrics
- Maintain a complete log of the remediation actions taken, by whom, and their results for audit purposes



**Figure 3:** Develop tailored remediation actions for your runbook processes, decide on automated or user-controlled execution, and customize end-user notifications.

## Drive Targeted, Intelligent Ticketing with ServiceNow Integration

For any unresolved issues, Aternity can automatically create ServiceNow tickets with the relevant user and device information, along with any recommended actions after it completes advanced investigations. These tickets can then be routed to the right team and level within the Service Desk, relieving agents of the burden of manually collecting data from IT systems. Using an API call, organizations may choose to close a ServiceNow ticket at any step in the runbook logic. ServiceNow tickets include the following employee-specific insights within the ServiceNow ITSM UI.

- Device Health and Status:** The insights populated by Aternity into the ServiceNow console include a complete, real-time view of device behavior, performance and compliance scores and metrics, allowing for faster diagnosis. If Aternity originates the ticket, all insights are pre-populated and if the ticket is created from an inbound call or an email, the insights are populated as soon as the user's identifying information (e.g. DeviceID, email, etc.) are entered into ServiceNow.
- Automated investigation and remediation:** With just one click, Service Desk agents can remotely perform a wide range of investigative actions on any device to accelerate their troubleshooting. Additionally, agents can automatically fix the problem with one-click remediation actions.

By enriching the ServiceNow ITSM module with user insights and device analytics, Aternity empowers front line Service Desk agents to be more proactive while dramatically reducing MTTR, increasing first contact resolution rates and reducing incident volumes.

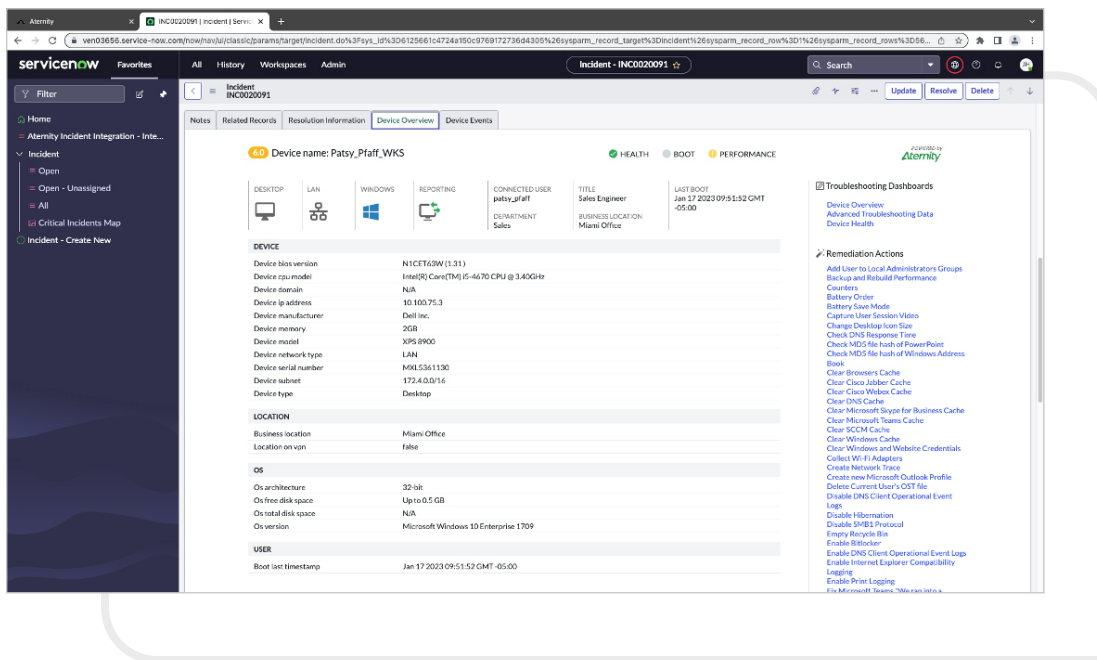


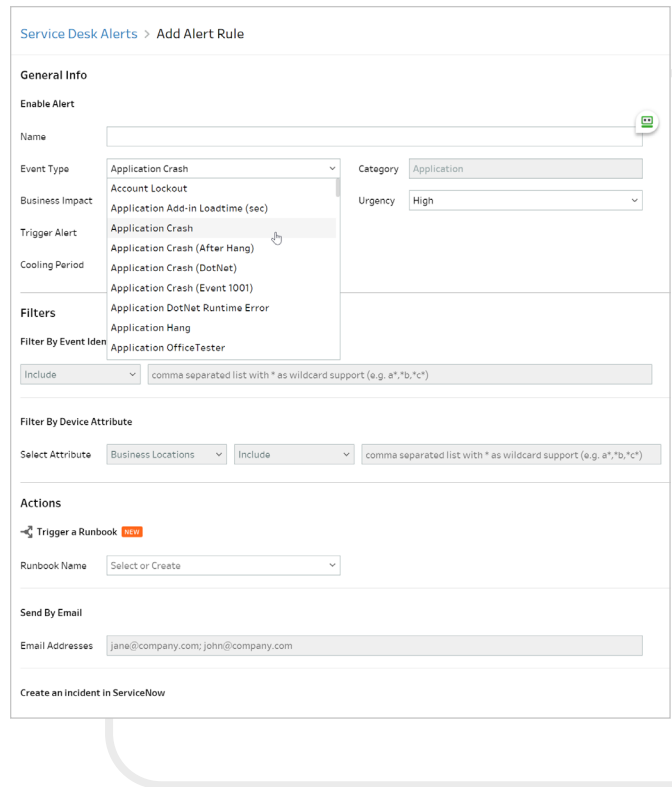
Figure 4: View Device Data and User Insights in ServiceNow Tickets to Improve Efficiency.

## Automate MORE WORK with Increased Scope and Flexibility

Unlike other solutions that offer a multitude of remediation scripts designed to address narrow use cases, Aternity sets itself apart with its ability to deliver broader applications of automation. This is because Aternity's full-spectrum, full-fidelity telemetry provides the rich set of data required to not only determine root cause with precision but also implement remediation with increased accuracy. Aternity's are highly flexible to the needs of enterprise, offering:

- An extensive catalog of Mac and PC remediation actions for recurring end user experience issues such as application hangs, boot and login times, network connectivity, application crashes, OS crashes and more.
- Third party integrations
- Customizable and out-of-the-box runbooks based on a repository of Service Desk Alerts and Health Events

- The ability to apply a remediation action to a specified group of devices, where the group is dynamically defined by device attribute or performance characteristic. For example, a remediation can be applied to all Windows devices running Microsoft Teams, where Teams CPU utilization is above a specified threshold. This feature allows quick resolution of issues affecting large numbers of users.
- Self-service options that allow end users to remediate routine issues with guided instructions.
- Aternity Intelligent Service Desk Automation capabilities can be tailored for specific enterprise use cases, freeing up IT to focus on innovation while improving the digital experience.



**Figure 5:** Aternity offers out-of-the-box and customizable runbooks that are automatically triggered from Service Desk Alerts.



## Riverbed – Empower the Experience

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](https://riverbed.com).