Alluvio IQ

Solve problems faster by empowering all IT skill levels with actionable insights and intelligent automation.

When organizations invest in an observability platform that unifies data, insights, and actions across IT, they can resolve problems faster, eliminating data silos, resource-intensive war rooms, and alert fatigue. The Alluvio IQ Unified Observability service platform enables faster, more effective decision-making across business and IT, codifies expert knowledge so the loss of a critical IT resource does not affect the business, facilitates digital innovation, and continuously improves digital experience for customers and employees.

Common IT Challenges

Today's IT environments are profoundly more complex than in the past, with immensely more data and alerts to contend with. Most of these alerts often supply little context or actionable information to guide the troubleshooting process. It has become nearly impossible to manually investigate every alert. As a result, it is becoming more difficult to separate critical events from the noise or to resolve these events quickly.

- Some companies deal with the volume, variety, and velocity of data by limiting or sampling data, making decisions based on incomplete snapshots of information.

- Enterprises often rely on a small number of highly skilled IT staff to troubleshoot intricate network issues. When they are unavailable, it takes longer to get to resolution, or problems may never get solved.

- For skilled IT team who get pulled into troubleshooting, their primary duties may suffer.

- Skilled IT are in high demand and are often poached. They typically have vast institutional knowledge so it's important to protect these valuable employees and retain and share this tribal knowledge.

Lastly, network teams have lost visibility into remote work/work from anywhere architectures. As work from anywhere proliferates, the responsibility for identifying and troubleshooting access and performance issues in these direct-to-cloud and CASB-enabled encrypted, tunnelled environments still fall with the network teams' domain. Bottom line: IT staff are losing visibility everywhere.

Alluvio IQ

Alluvio™ IQ Riverbed's a cloud-native, SaaS-delivered, open, and programmable solution for Unified Observability that empowers all IT staff to identify and fix problems fast. It uses full-fidelity end user experience and network performance data across every transaction in the digital enterprise and then applies AI and machine learning (ML) to contextually correlate data streams and alerts to identify the most business-impacting events. This intelligence also informs investigative runbooks that replicate the troubleshooting workflows of IT experts to gather added context, filter out noise, and set priorities—reducing the volume of alerts to the most business impacting, and empowering staff at all skill levels to identify and solve problems fast.
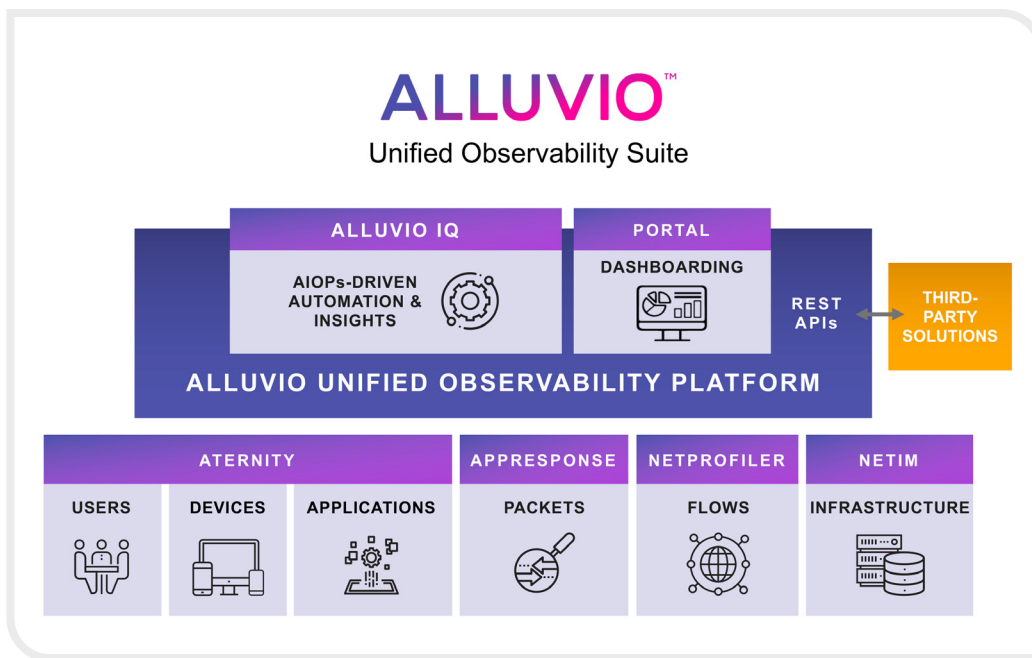
Figure 1. Alluvio reduces the high volume of alerts by correlating multiple high-fidelity trouble-indicators into a single high-confidence incident, automatically runs customizable scripted investigations to gather additional context, programmatically set the priority, and surface this information so IT staff can quickly resolve the issues that are critical to the enterprise.

Alluvio Benefits

Alluvio IQ unifies data, insights, and actions, empowering organizations to move from simply monitoring and visibility to reap the benefits of unified observability. Here are some of those benefits:

1. **Reduce MTTR** with actionable insights and intelligent automation that improve digital service quality and enable happier and more productive customers and employees.

2. **Improve first-level resolution rates** by enabling L1-L2 teams to troubleshoot more incidents without needing to escalate.

3. **Reduce alert fatigue** so operators can focus on fewer, more critical events.

4. **Enhance IT productivity and collaboration** by bridging data silos across domain-specific IT teams that cause finger pointing and resource-intensive war rooms

5. **Accelerate digital innovation** by reducing time spent on troubleshooting, leaving more time for revenue-generating projects.

Key Features

Full-fidelity Telemetry

Broad-based telemetry brings together a unified view of performance and insights, which is the foundation of unified observability upon which all other capabilities are delivered. Unlike other products that limit or sample data to deal with the scale of today's distributed environments, Alluvio IQ leverages full-fidelity packet, network device, flow, and end user experience metrics. We do not sample. This richness of data gives IT a complete picture of what is happening, without missing key events.

Impact Dashboard

Kickoff your troubleshooting investigation in the Impact Dashboard screen where incidents are displayed by user impact, most impacted locations, and most impacted services to help prioritize events and their effect on the business. Also view active event distribution by event priority and how incident priority changes over time.
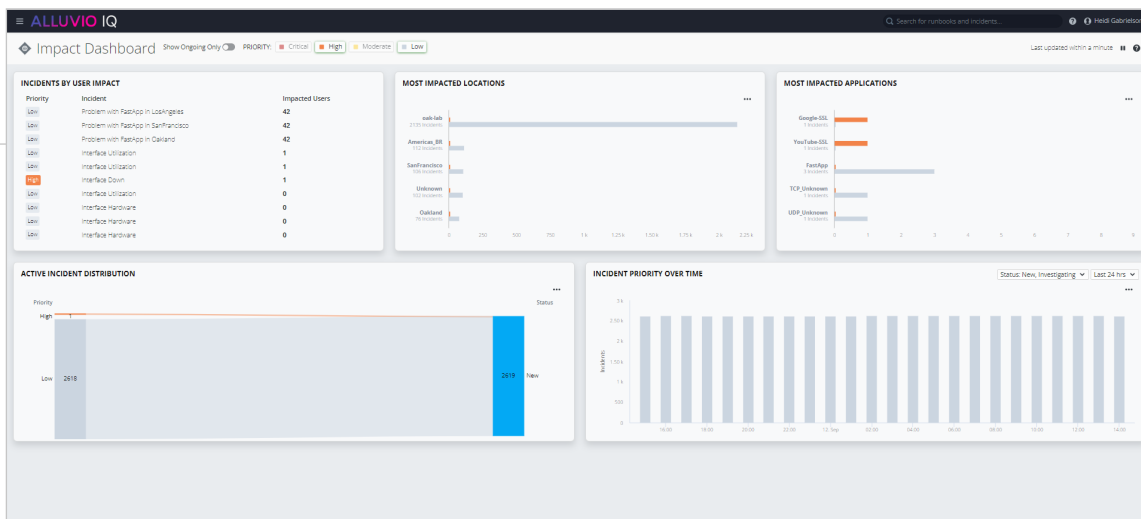

Figure 2: The Impact Dashboard leverages AI and ML-based correlations to identify and highlight the events that most impact your business.

Incidents List

View and manage all events in one place. Filter by priority, time, or status. Sort incidents by priority, status, started, and updated events.

Correlation

Alluvio IQ delivers actionable insights through AI and ML, including correlation. Unlike other products that correlate events primarily based on time, Alluvio automates the process of gathering and correlating across time, device, location, users, and applications, as well as leveraging analytics techniques like threshold violations and anomaly detection.

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 root cause of poor performance.

Impact Summary

With the combination of full-fidelity telemetry, intelligent correlation, and workflow automation, Alluvio IQ delivers context-rich, filtered, fix-first insights, ready for IT action. These insights enable effective cross-domain collaboration and decision-making to accelerate mean time to know/resolution.
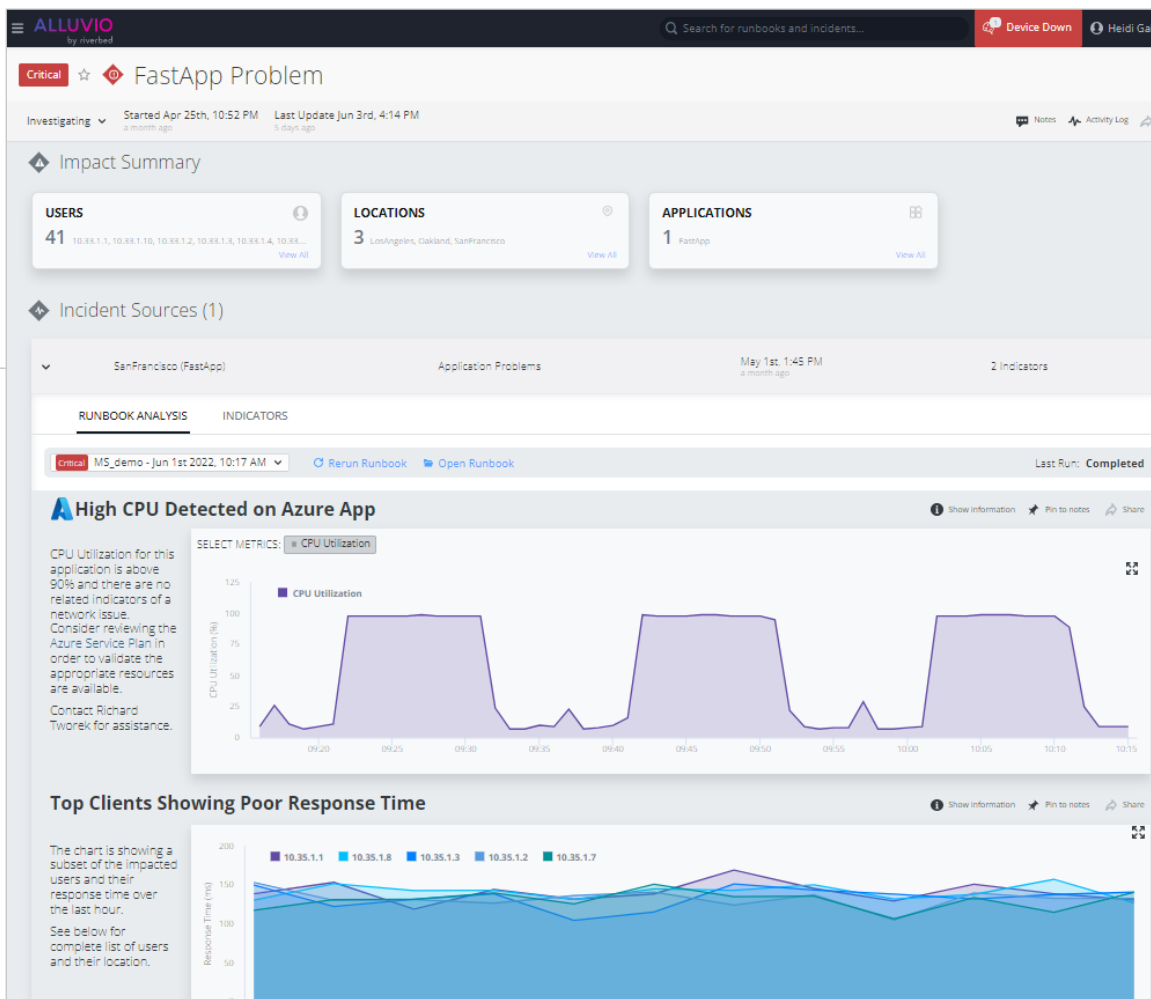

Figure 3: The Impact Summary spells out the root cause of a problem in plain language, and even lets you know what's *not* part of the issue.

Intelligent Automation

Rather than immediately sending an alert to users, Alluvio IQ replicates the investigative workflows of IT experts to automate the process of gathering evidence, building context, and setting priorities. These scripted investigations save time, reduce escalations to Level 3/4 experts, and turn the knowledge that resides in the minds of a few specialists into knowledge that is usable by all IT. These low-code/no-code functions are customizable so additional workflows can be created using the highly graphical, easy-to-use interface.

Alluvio IQ automates the following use cases:

- Incident response runbooks automate the collection of supporting data for faster troubleshooting.

- Security forensics runbooks lets SIEMs and SOARs request and automatically gather Alluvio NPM data for more effective investigation and remediation of threats.

- 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.
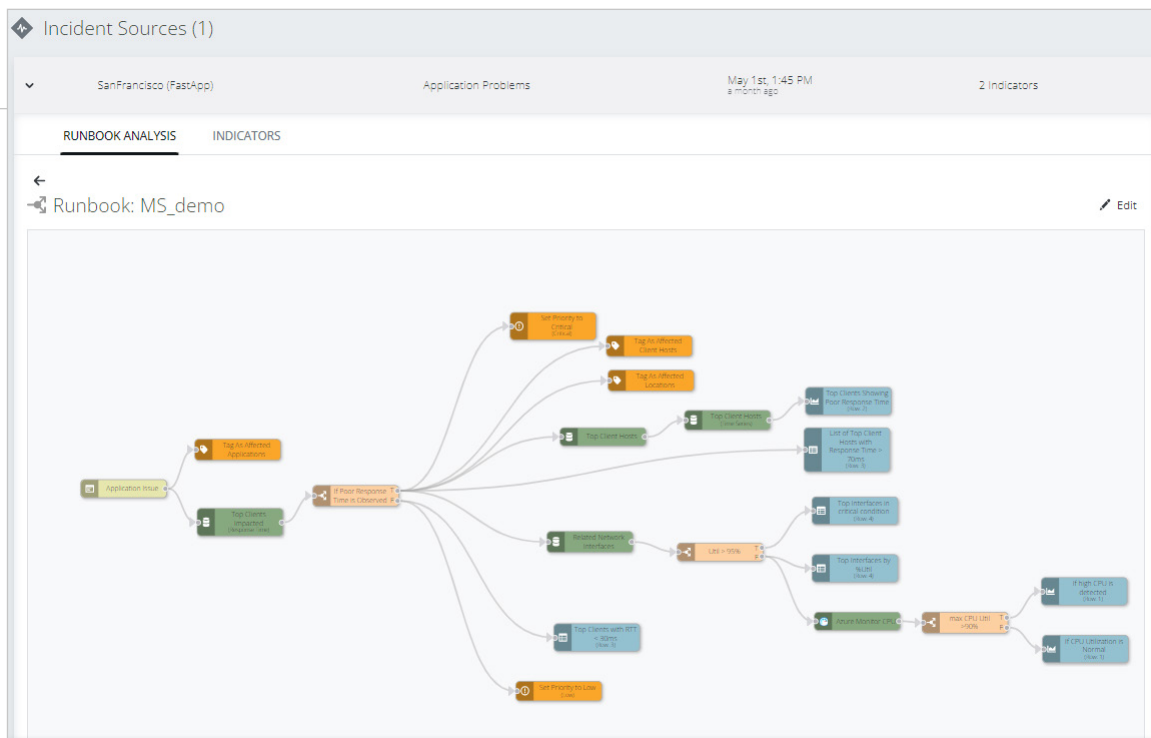

Figure 4: Runbooks replicate the investigative workflows of IT experts to automate the process of gathering evidence, building context, and setting priorities. Runbook findings enhance Impact Summaries results.

Integrations

Alluvio IQ enables you to easily integrate with any third-party solution with an accessible REST API. Pull data into runbooks to provide a more complete understanding of performance and security issues. Push actionable insights to non-Alluvio solutions, like ITSM, security tools, etc.

Alluvio IQ provides an out-of-the-box integration with ServiceNow for intelligent ticketing.

Identity, Access & Security

- Alluvio IQ supports SAML 2.0-based authentication so organizations can use their trusted identify provider and not need to manage passwords in another tool.

- Riverbed is working towards SOC 2 Type II and ISO 27001 certifications. The policies and procedures for these certifications are in place, and documentation can be provided under NDA.

- Alluvio IQ is GDPR compliant.

Requirements

Alluvio IQ provides richer insights when using multiple, diverse data source, preferably two or more of the following:

- Alluvio™ NetProfiler 10.22 or higher

- Alluvio™ NetIM 2.5 or higher

- Alluvio™ AppResponse

- Alluvio™ Aternity SaaS

Learn More

The Alluvio IQ (Unified Observability platform) applies artificial intelligence to correlate data across domains and automates the investigation process to dynamically surface impactful issues with context, so IT can understand and resolve issues faster. It eliminates data silos and alert fatigue, improving decision-making to continuously improve business continuity.

To learn more about Alluvio, please visit riverbed.com/alluvio-iq.

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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 offers two industry-leading solution areas – Alluvio by Riverbed, an innovative and differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app over any network to users, whether mobile, remote, or on-prem. 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/unified-observability.