

BDO Canada



BDO Canada Transforms Network Visibility and Digital Experience with Riverbed.

BDO Canada is a leading professional services firm delivering assurance, tax, and consulting services, with over a century of experience serving clients across Canada. The firm is consistently recognized as one of Canada's Top 100 Employers.

A Riverbed customer for over a decade, BDO Canada operates in a highly distributed environment where reliable, high-performing digital services are critical to its workforce. To enhance the employee digital experience, BDO Canada adopted Riverbed Aternity Digital Employee Experience (DEX) and later added NPM+ for packet-based visibility at user endpoints. Together, these solutions enable a more unified, proactive and intelligent approach to IT operations.

In Brief

Challenges

- Limited visibility into network traffic and user experience
- Reactive, ticket-led approach with limited root cause visibility
- Manual, time intensive processes
- Limited insight for optimization and cost control

\$100,000 yearly saving on software licences

Solution

- **Digital Experience:**
Riverbed® Aternity Digital Employee Experience (DEX)
- **Network Observability:**
Riverbed® NPM+ and Riverbed® NetProfiler

Benefits

- Visibility across the full network and users' digital experience
- Enabling issue resolution at scale
- Driving over 55,000 remediations a month, improving productivity
- Saving \$100,000 annually on software licences

Challenge: Fragmented Visibility Slows Resolution

BDO Canada faced challenges maintaining visibility across its complex, distributed IT environment as it modernized its infrastructure and embraced cloud and advanced AI.

As more users accessed applications and resources from remote locations, gaining a consistent view of performance became difficult because traffic often bypassed their traditional monitoring solutions. Issues often impacted only a subset of users, making them hard to detect and assess. Limited insight into end-user experience, particularly for collaboration tools, further slowed issue identification and diagnosis.

Troubleshooting was largely reactive, relying on user-reported issues and support tickets. When issues weren't reported, they could go unnoticed, delaying resolution and affecting productivity.

Even when identified, pinpointing root causes was complex, requiring teams to determine whether problems stemmed from the device, application, or network.

Limited real-time, actionable insights also made it harder to address issues proactively and accelerate remediation. Poor visibility into software usage made it difficult to identify underused licences and limited cost efficiency.

“As our workforce became more distributed, we lost some visibility into network performance. NPM+ changed that.”

Ramin Sahafi,
Manager, Network and Security Operations, BDO Canada

Solution: Unified Visibility Across Experience and Network to Eliminate Disruption

To address these issues, BDO Canada deployed Aternity alongside NPM+ and NetProfiler to create a unified observability framework spanning employee experience and network performance.

Aternity provided the End User Compute team with real-time visibility into employee interactions across applications and devices, helping them rapidly identify performance issues and pinpoint root causes through detailed endpoint and application analytics.

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Manager, Network and Security Operations, BDO Canada

NPM+ provides device-level visibility across BDO Canada's distributed workforce, helping IT quickly identify issues and pinpoint root causes. Integrated with Aternity, it shows how network performance impacts user experience, while NetProfiler adds flow analytics for deeper insight into traffic and application behavior.

As application access shifted to cloud and SaaS, NPM+ extended visibility across users and modern architectures. Ramin Sahafi, Manager, Network and Security Operations, BDO Canada, explains, “As our workforce became more distributed, we lost some visibility into network performance. NPM+ changed that. By running on every device, it gives us a clear, unified view of the entire environment.”

BDO Canada uses NPM+ for packet capture and Unified Communications performance analysis, with NetProfiler providing complementary flow analytics. Sahafi adds, “We prioritized NPM+ as our primary monitoring solution, while retaining NetProfiler at the gateway to capture additional traffic and maintain full network visibility.”

Benefits: Measurable Gains in Experience and Efficiency

Since implementing Riverbed's Aternity and NPM+ observability solutions, BDO Canada has significantly enhanced both visibility and employee experience across its IT environment.

From Insight to Impact: Improving Experience, Efficiency, and Cost Control

BDO Canada is able to take a data-driven approach to improving digital employee experience. By tracking its Digital Experience Index (DXI) score, the team gained clear visibility into performance trends and benchmarking against peer organizations.

As Adam Dallaire, End User Compute, BDO Canada, explains, "DXI is now a key metric we track monthly and report to our CIO, and we've seen clear improvements, moving from below benchmark to outperforming it in areas like blue screen stability. Without that visibility, it would have been very difficult to drive those improvements."

Aternity enables BDO Canada to scale proactive remediation by combining endpoint visibility with automation, resolving issues before users are impacted and reducing manual support.

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End User Compute, BDO Canada

"We're running around 55,000 remediations per month, with a large portion tied to a hybrid workplace platform that coordinates people, spaces, and schedules," said Dallaire. "That allows us to resolve issues at scale and improve productivity. We've also increased desk check-in rates from around 40–50% to over 80%, helping optimize office space."

Integration with a chatbot embedded in Microsoft Teams, further streamlined this process by enabling users to initiate troubleshooting while also supporting automated fixes behind the scenes.

In addition, Aternity provided critical insight into software usage, enabling BDO Canada to optimize licensing and reduce unnecessary costs. Dallaire explains, "Using Aternity data, we identified underutilized applications, reducing 700 software licences, saving up to \$100,000 annually and ensuring we only pay for what we have actually used."

Combined with real-time visibility, automation, and data driven insights, this has helped BDO Canada deliver a more efficient, cost-effective, high-performing digital experience.



From Blind Spots to Full Visibility

NPM+ extends visibility across distributed environments, eliminating blind spots from remote work by capturing data before encryption. Using packet data, it continuously monitors performance and provides deep insight into collaboration tools like Microsoft Teams. NetProfiler complements this with traffic analytics, ensuring full visibility into network flows and application behavior.

Together, they connect endpoint, application and network insights, enabling a shift from reactive to proactive operations. Sahafi adds, “By deploying NPM+ across all endpoints, IT teams can now see everything in a full picture, eliminating blind spots introduced by remote work.”

NPM+ also helps teams quickly identify root causes, with real-time Unified Communications monitoring highlighting issues such as Wi-Fi connectivity or packet loss. This enables faster routing, earlier action, and resolution before users are impacted.

A Strong Partnership Built on Innovation and Continuous Improvement

BDO Canada has shifted from reactive troubleshooting to a proactive, data driven model with unified observability. Dallaire concludes, “Riverbed has given us the visibility and insight we simply didn’t have before. We can now see issues across the full environment and resolve them much faster. The innovation and the speed at which new capabilities are delivered really stands out. The team is always responsive to feedback, helping us gain even more value from the Riverbed Platform.”

Looking ahead, BDO Canada sees continued opportunity to build on this foundation by further leveraging automation and AI-driven insights to enhance proactive operations. With a strong partnership already in place, the organization plans to deepen its use of Riverbed’s solutions to identify patterns faster, expand automation, and continue improving digital experience at scale, ensuring it can support future growth and evolving user expectations.

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Adam Dallaire, End User Compute, BDO Canada



About Riverbed

Riverbed, the leader in AIOps for observability, helps organizations optimize their user’s 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 improves 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.