NPM+

See and resolve issues across cloud, remote, and Zero Trust

Riverbed NPM+ provides modern network observability for hybrid, cloud, remote, and Zero Trust environments. By correlating network, endpoint, and packet telemetry, it helps IT teams quickly understand performance issues and resolve problems across distributed infrastructure.

Modern Networks, Limited Visibility

Today's enterprise networks are more complex and distributed than ever. Applications span on-premises infrastructure, public cloud, SaaS platforms, and remote users, while access is increasingly mediated by Zero Trust and secure access architectures. Traffic follows dynamic paths, is heavily encrypted, and often bypasses traditional monitoring points entirely.

As a result, NetOps, SecOps, and IT teams struggle to quickly understand where issues originate, what is causing performance degradation, and how to prove root cause when problems escalate. Teams are often left debating whether issues stem from the network, the application, the cloud provider, the Zero Trust access layer, or the endpoint, and whether symptoms are driven by congestion, routing behavior, encryption, or user-side conditions.

Traditional network monitoring and packet capture tools, built for static, data center–centric architectures, can no longer provide consistent visibility across these modern, Zero Trust–enabled environments.

Riverbed NPM+: Observability Built for Today's Network Environments

Riverbed® NPM+ delivers modern network observability across hybrid, cloud, remote, and encrypted environments, where traditional monitoring tools struggle to maintain consistent visibility. As part of the Riverbed Platform, NPM+ restores insight across the full application delivery path, without compromising security or requiring disruptive architectural changes.

NPM+ brings together three tightly integrated capabilities within a single SaaS solution. The Core Module provides continuous visibility into network and application behavior for everyday monitoring and rapid triage. Next, the Unified Communications (UC) Module delivers specialized insight into voice, video, and collaboration services to protect productivity and user experience. Finally, the Packet Capture Module adds forensic-grade packet visibility at the endpoint, giving teams definitive evidence when issues are complex, intermittent, or high risk.

NPM+ supports both everyday operations and complex investigations, ensuring teams have the right level of visibility when and where it is needed. NPM+ enables faster troubleshooting, data-driven decision-making, and resilient operations across highly distributed network environments.

How NPM+ Works

NPM+ works by correlating network, endpoint, and packet telemetry into a single operational view of application and network performance. Instead of relying on isolated metrics or infrastructure-only vantage points, NPM+ brings together multiple data types from the endpoint to help teams understand what is happening, where it is happening, and why. This approach is especially effective in Zero Trust environments, where traditional monitoring tools lose visibility once traffic is encrypted.

NPM+ is deployed using the Riverbed Unified Agent, a lightweight, multi-purpose agent that simplifies rollout and ongoing operations across distributed environments. By collecting telemetry directly from endpoints and other strategic vantage points, NPM+ provides clear visibility into application performance and network behavior across users, locations, and access methods—without requiring additional monitoring infrastructure or multiple agents.

Packet level data is analyzed and enriched to surface performance issues, break down response time into contributing factors, and guide root-cause investigation. Teams can quickly assess impact across applications, users, and locations, enabling faster triage, more confident troubleshooting, and better prioritization of operational effort.

When summarized insights are not sufficient, NPM+ enables deeper analysis by triggering packet capture to provide forensic-grade evidence. This escalation path ensures teams can move seamlessly from detection to proof, resolving complex issues without switching tools or workflows.

Inside the NPM+ Modules

NPM+ delivers modular observability without added complexity. All NPM+ modules are included as part of the solution – organizations simply activate the capabilities they need, when they need them. Deployed through the Riverbed Unified Agent, these modules work together to provide layered insight across modern network environments.

NPM+ Core Module

The Core Module is the foundation of NPM+, delivering continuous network and application visibility across hybrid and distributed environments. It analyzes response times, latency, loss, retransmissions, and path behavior to help teams quickly determine where issues originate – whether in the application, network, cloud provider, or endpoint. This module supports everyday monitoring and rapid triage, resolving most performance issues efficiently.

NPM+ Packet Capture Module

The Packet Capture Module extends NPM+ with full-fidelity packet capture at the endpoint. By collecting packets before they are encrypted or routed through security services, it enables deep troubleshooting and forensic investigation when metrics alone are not sufficient.

Packet capture can be initiated on demand, scheduled, or triggered automatically through Riverbed IQ workflows, with captured packets available in standard PCAP format to support existing investigative processes across remote and cloud environments.

NPM+ Unified Communications Module

The Unified Communications Module provides dedicated visibility into voice, video, and collaboration platforms such as Microsoft Teams, Zoom, Webex, and CCaaS solutions. It correlates call quality and session metrics with underlying network and endpoint conditions, enabling teams to quickly isolate and resolve issues that directly impact productivity and user experience.

Intelligent Automation with Riverbed IQ Ops

Riverbed IQ Ops enhances NPM+ with AI-driven analytics and automation across network, endpoint, and packet data. IQ Ops workflows can detect anomalies, prioritize issues by impact, and automatically trigger packet capture when deeper investigation is required. This reduces manual effort, shortens MTTR, and helps teams operate proactively across complex environments.

Key Benefits

- **Restore Visibility Across Modern Environments:** Gain consistent insight across on premises, cloud, remote, and encrypted environments, eliminating blind spots that slow troubleshooting and increase risk.

- **Resolve Issues Faster and with Confidence:** Move from symptoms to root cause quickly using layered visibility, reducing MTTR and minimizing the business impact of performance and availability issues.

- **Preserve Forensic Depth When It Matters Most:** Access packet level evidence for complex investigations and high risk incidents, ensuring teams can prove root cause, validate fixes, and support compliance needs.

- **Improve User and Collaboration Experience:** Proactively identify and resolve issues affecting applications, voice, video, and collaboration services, protecting productivity and customer experience.

- **Reduce Operational Complexity:** Consolidate multiple point tools into a unified, SaaS based observability solution, lowering tool sprawl and simplifying operations across teams.

- **Operate Proactively with Intelligent Automation:** Leverage AI driven analytics and automated workflows to prioritize issues, trigger deeper analysis when needed, and prevent problems before they impact the business.
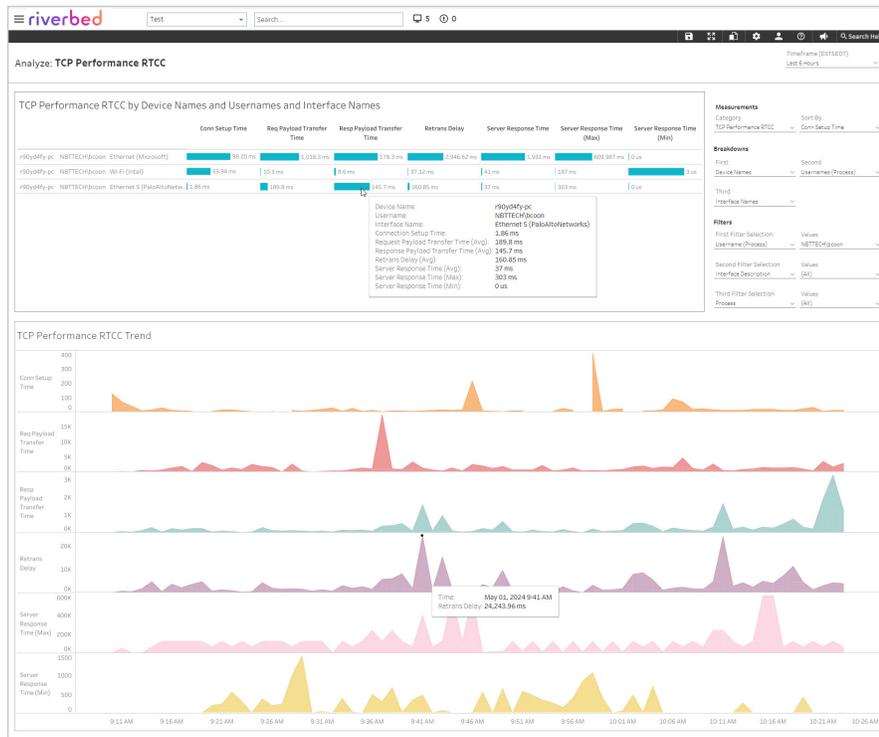

Figure 1: The NPM+ Core module provides next-gen network observability, delivering expert-level network and application analysis.
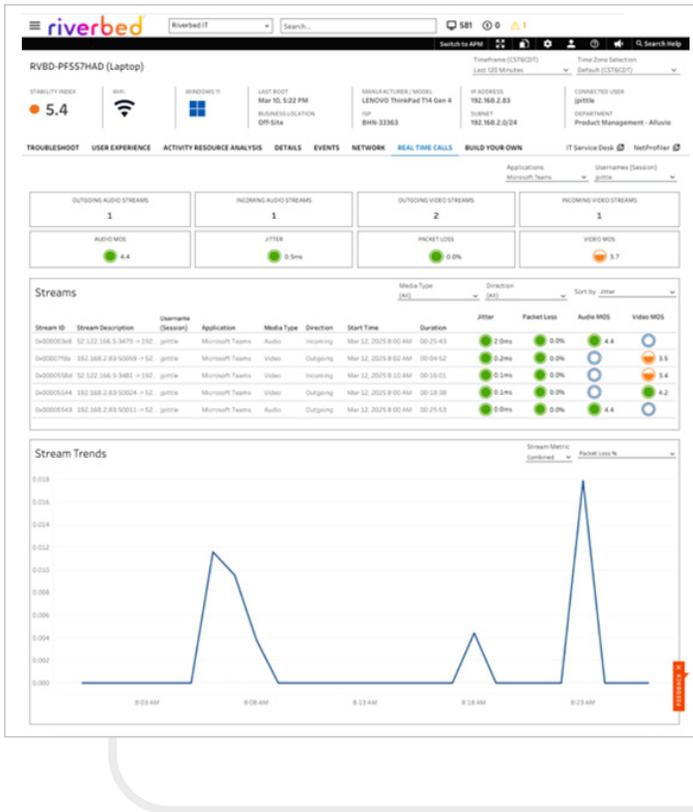
Figure 2: The UC Module offers real-time monitoring of voice and video performance metrics for all major collaboration platforms.
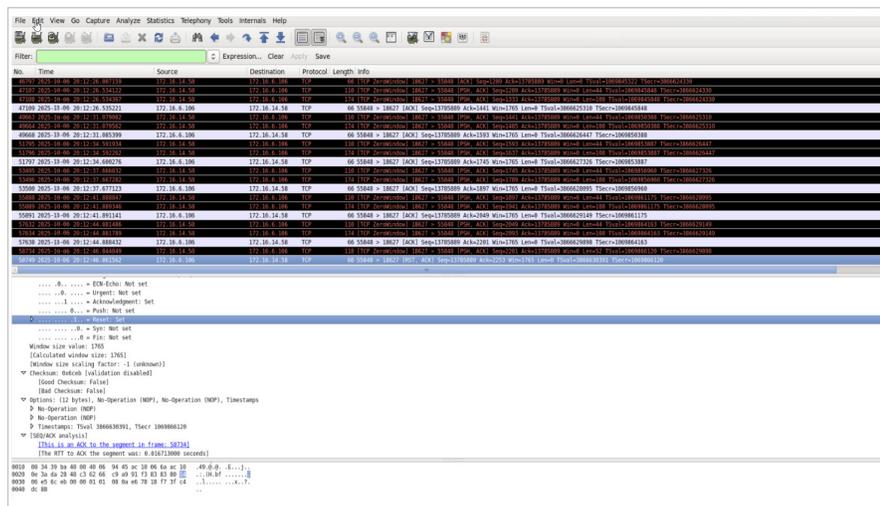

Figure 3: PCAP files can be input into Wireshark or any of the Riverbed Packet Analysis solutions.

Related Products

Aternity Employee Experience

NPM+ is integrated with Aternity Employee Experience dashboards, providing IT and service desk teams with end-to-end visibility and linking network conditions to actual user experience. This integration helps distinguish whether performance issues stem from the network, application, or endpoint, accelerating root cause analysis.

AppResponse

Delivers deep packet-based application performance analysis within the data center and core network. Together, AppResponse and NPM+ provide comprehensive packet visibility across both infrastructure-based and endpoint-based vantage points.

Riverbed Workspaces

Provides a unified visualization layer across Riverbed observability solutions, bringing network, application, infrastructure, and user insights into a single, consistent experience. Customizable dashboards and AI-driven insights help teams troubleshoot faster and operate with confidence.

Learn More

For more information about Riverbed NPM+, please visit riverbed.com/npm-plus.

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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.