



The Leader in AIOps for Observability

# From Blind Spots to Total Control:

## The Power of Full-Spectrum Observability

riverbed<sup>®</sup>

# How IT Teams Can Eliminate Blind Spots and Resolve Issues Faster Across Complex Environments

The monitoring tools that once kept IT running smoothly weren't built for what teams face today. Ensuring consistent performance and visibility across endpoints, applications, and networks is more complex than ever. Hybrid workforces, Zero Trust security models, and the widespread adoption of SaaS and cloud-native services have eroded the traditional network perimeter—rendering legacy monitoring tools ineffective.

IT operations, network engineers, and service desk teams are now responsible for managing environments where data often bypasses centralized controls. Encrypted traffic, mobile endpoints, and dynamic routing challenge visibility, slow incident response, and increase mean time to resolution (MTTR).

To stay ahead, IT leaders need more than traditional NPM tools. They need a modern observability platform capable of correlating data across domains, capturing endpoint-level telemetry, and automating issue detection and response.

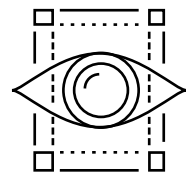
This shift is not just about seeing more—it's about acting faster. The right platform enables teams to modernize operations, streamline workflows, and ensure performance and user experience are never compromised.



# Understanding the Cost of Blind Spots

Visibility gaps don't just hinder monitoring—they create operational inefficiencies, introduce unnecessary downtime, and impact the business. Whether in unified communications (UC), virtual desktop infrastructure (VDI), mobile endpoints, or cloud applications, IT complexity overwhelms traditional tools.

## Common Challenges IT Managers Face:



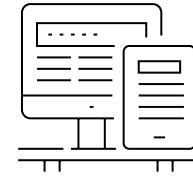
### Delayed root cause analysis

IT struggles to determine if performance issues originate from the user, the network, or the application.



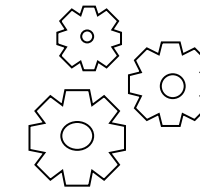
### Inefficient manual troubleshooting

Without automated insights, teams waste hours correlating data and identifying problem sources.



### Siloed monitoring tools

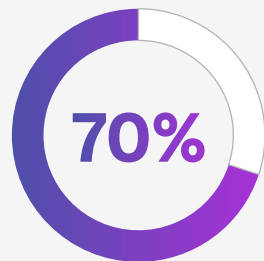
Disconnected solutions make collaboration between service desk, network, and infrastructure teams inefficient.



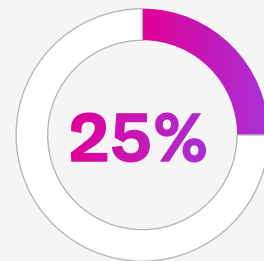
### Reactive problem-solving

Without end-to-end visibility, IT responds to issues only after users are already affected.

## According to Recent Data:



**70%** of IT teams spend at **least 4 hours** per week resolving UC disruptions<sup>1</sup>



**25%** of IT pros lose the equivalent of a full workday each week to **troubleshooting**<sup>1</sup>

**#1**

**Source** of IT help desk tickets are UC&C issues<sup>2</sup>

Blind spots are more than a technical challenge—they're an operational liability.

**The solution? A platform purpose-built to eliminate blind spots—across every user, every application, and every interaction.**

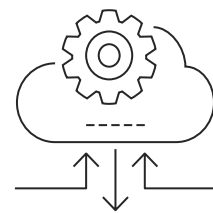
# Meet the Riverbed Platform: Illuminate the Invisible

Purpose-built to eliminate blind spots, the Riverbed Platform combines unified telemetry, AI-driven insights, and automation-ready architecture in a single, scalable solution. It empowers NetOps, ITOps, and Service Desk teams to shift from reactive troubleshooting to proactive control.

Here's how Riverbed redefines observability:

## Full Endpoint-to-Cloud Visibility

Gain deep insights across devices, apps, and users—even in encrypted, Zero Trust environments.



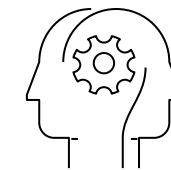
## Real-Time Monitoring & Correlation

Detect anomalies instantly and understand how user experience, network performance, and application behavior interact.



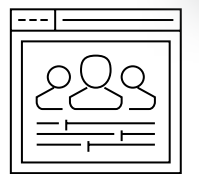
## AI-Powered Automation

Move beyond detection and diagnosis—resolve issues before users even notice.



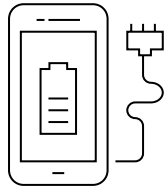
## Unified Dashboards & Cross-Team Collaboration

Bridge NetOps, ITOps, and service desk workflows to accelerate resolution times.



With Riverbed, teams no longer have to choose between breadth and depth—they get full-spectrum visibility, built for today's hybrid, cloud-first world.

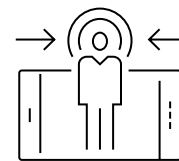
# Key Benefits of Full-Spectrum Observability



## Identify & Resolve Performance Issues Instantly

Traditional monitoring tools often misattribute performance problems to the network. Without endpoint visibility, IT is left guessing. Riverbed eliminates this uncertainty by providing:

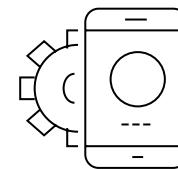
- Granular, endpoint-centric monitoring to pinpoint issues across network, application, and device layers.
- Correlated insights across packet loss, jitter, latency, and application behavior.
- Real-time root cause analysis, resolving issues in seconds instead of hours.



## Prevent Problems Before Users Notice

Instead of reacting to incidents, Riverbed's AI-driven anomaly detection prevents disruptions before they escalate. IT teams can:

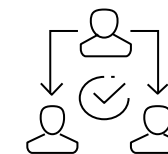
- Identify early warning signs and act before performance degrades.
- Use predictive analytics to anticipate and mitigate potential failures.
- Reduce ticket volumes and MTTR through early detection and automated resolution.



## Streamline Operations & Reduce Complexity

Disjointed tools create inefficiencies. Riverbed consolidates observability into a single-agent, single-platform approach, allowing IT to:

- Deploy a Unified Agent across devices for consistent monitoring.
- Replace fragmented tools with a holistic observability framework.
- Automate routine troubleshooting using AI-powered IQ Assist.



## Align NetOps, ITOps, & Service Desk Teams

IT silos slow down issue resolution and create operational friction. Riverbed provides shared visibility across teams, allowing them to:

- Collaborate with a unified view of network, endpoint, and application health.
- Speed up escalations by providing real-time insights across departments.
- Align IT performance with business impact, reducing downtime and ensuring seamless user experiences.

# How Riverbed Is Driving Transformation



## Customer Case Study: Global Credit Union

Global Credit Union leverages Riverbed solutions, gaining visibility and actionable insights to deliver high-quality employee and member experiences.



Company:  
Global Credit Union

Headquarters:  
USA

Featured Solutions:

- Riverbed AppResponse
- Riverbed NetProfiler
- Riverbed NetIM
- Riverbed Aternity

**150+**

Incidents reduced monthly



Visibility of entire environment



Locations where critical applications can be overseen



Pinpoint where SLAs are not being met by other vendors



Ability to oversee critical applications across 72 locations

[Read full case study](#)

[Watch video](#)

“Riverbed’s solutions have given us the ability to provide a stable, high performing environment for our users, which translates to high quality experiences for hundreds of thousands of members.”

Doug Horner

Senior Vice President of IM Operations at Global Credit Union

# Conclusion

## Gain Complete Visibility and Stay Ahead of Issues With AI That Collects, Analyzes & Reports-at Scale.

With IT environments evolving at an unprecedented pace, leaders need solutions that provide unified observability, AI-driven automation, and proactive control. Riverbed delivers the flexibility and intelligence IT teams require to meet these demands—while actively mitigating blind spots that disrupt operations and delay resolution.

Riverbed delivers the flexibility and intelligence IT teams need to meet these demands—while actively mitigating the blind spots that disrupt operations and delay resolution. With core capabilities including NPM+, Aternity, and IQ Assist—and enabling technologies like the Unified Agent—Riverbed enables unified observability and AI-driven automation across even the most complex environments.

Whether you're supporting UC&C, VDI, mobile, SaaS, or cloud-native infrastructure, Riverbed can help you move from reactive to proactive, giving your teams full visibility and control—mitigating blind spots before they disrupt performance.

## Ready to take the next step?

**riverbed**

**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).

© 2025 Riverbed Technology LLC. All rights reserved. Riverbed and any Riverbed product or service name or logo used herein are trademarks of Riverbed Technology. All other trademarks used herein belong to their respective owners. The trademarks and logos displayed herein may not be used without the prior written consent of Riverbed Technology or their respective owners. MSHD-3277\_Global AIOps Blind Spot Mitigation Ebook\_080525