

Riverbed Aternity



Digital Experience

From Signals to Outcomes

Achieve Zero Disruption
with Aternity 360°

riverbed®



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The Experience Gap in Digital Work

Work happens everywhere. Visibility does not.

Employees now move between offices, homes, frontline environments, mobile devices, collaboration tools, SaaS platforms, cloud services and business-critical applications. The digital workplace has expanded far beyond the traditional desktop, but IT visibility has not always expanded with it.

Digital experience is not a device problem. It is a system-wide challenge.

Employees depend on a complex ecosystem of applications, networks, cloud services, devices, collaboration tools and mobile workflows to get work done. Yet many IT organizations still rely on fragmented tools that capture only part of the experience. Application monitoring can show performance, but not always user impact. Device monitoring can capture metrics, but not always the full experience. Service desks can track tickets, but tickets often arrive after productivity has already been affected.

Teams responsible for digital experience are not lacking data. They are struggling to connect experiences across domains. Devices, applications, networks, collaboration tools, mobile environments, and cloud services each generate signals. The challenge is understanding how those signals combine into a single employee experience.

The question is no longer whether data exists. The question is whether IT can see the complete experience behind it.

Digital experience is not just whether an application is available, a device is healthy, or a network is online. It is whether people can do their work without unnecessary friction.

A dashboard can show that something has changed. It may not show what the user actually experienced. It may not explain whether the issue sits with the device, the application, the network, the mobile connection, the browser, or the workflow itself.

That distinction matters. When IT cannot see the full experience, disruption becomes harder to understand. It becomes harder to resolve. And, most importantly, it becomes harder to prevent.

Dashboards are good at surfacing symptoms.
They are not designed to show the whole truth.
Aternity 360° is where the shift happens.

Why Fragmented Experience Has Become a Business Risk

The environment has changed. Applications are no longer confined to the data center. They span SaaS platforms, cloud services, third-party providers, and hybrid environments. Releases happen more frequently. Dependencies are less visible. Workflows are more distributed.

Work has changed, too. People rely on laptops, mobiles, shared devices, virtual desktops, and frontline tools. They move between locations, networks, and working patterns. They expect technology to work wherever they are, however they connect, and whatever tool they are using.

At the same time, expectations have shifted. Employees expect applications to just work. The business depends on them working. Patience for disruption is minimal.

When IT lacks a clear view of the user experience, even simple issues become harder to resolve. Teams spend more time diagnosing, aligning, and validating before they can take action. They move between tools, compare partial signals, and try to establish which team owns the issue.

From the user's perspective, the experience is equally frustrating. They are asked to explain what happened, repeat steps, and stay engaged while IT investigates. All of this happens while their work is already disrupted.

In many cases, the recovery process becomes a second disruption. The impact is felt across the organization. Resolution cycles become longer. Escalations increase. Collaboration becomes fragmented. Confidence in outcomes decreases. Employees lose time. IT loses capacity.

This is rarely intentional. But it is common.

The cost is not only measured in tickets or MTTR. It shows up in productivity, service quality, employee experience, operational risk, and the ability of IT to focus on higher-value work.

You cannot prevent what you do not fully understand. And understanding has become harder.

From Signals to Outcomes

Signals matter because they show where friction may exist. A device crash can be a signal. A slow application can be a signal. A poor network path, failed login, bad collaboration experience, support ticket or drop in sentiment can all indicate that something is wrong.

But signals alone do not create better experiences. The value comes when IT can connect those signals to what employees are experiencing and what the business needs to protect. That is the shift from signals to experience intelligence.

Collecting telemetry is no longer the challenge. Understanding how every signal contributes to employee experience and knowing what action to take next is where value is created.

The goal is not simply to identify problems faster. It is to understand experience more completely. This changes the conversation around digital employee experience.

**DEX is no longer just a technical initiative.
It becomes a business capability.**

It helps organizations understand whether people can start work on time, complete critical workflows, serve customers, support patients, collaborate effectively, and stay productive without unnecessary disruption.

It also helps connect digital experience to the outcomes that matter most: productivity, cost control, operational resilience, service quality, compliance, technology ROI and business readiness.

**Digital experience is not just about systems working.
It is about people working.**



From Zero Tickets to Zero Disruption

For years, IT has measured success by how efficiently issues are handled. Today, organizations face a different challenge: understanding issues well enough to prevent them altogether.

But fewer tickets do not always mean fewer problems. Employees may avoid reporting issues because they do not have time. Frontline teams may work around poor performance because stopping to contact IT is impractical. Devices may be taken out of use instead of logged. Over time, digital friction can become accepted as normal.

In those cases, zero tickets can hide disruption.

Zero disruption is different. Zero disruption is about removing friction before it impacts employees. It is about detecting degradation before tickets arrive. It is about resolving known issues automatically where possible. It is about reducing repeated troubleshooting and validating that fixes have worked.

The goal is not to shift the burden to employees. The goal is to stop disruption from reaching them in the first place.

That requires complete context, evidence, and cross-domain visibility. It requires automation that can act within clear guardrails. And it also requires IT teams to understand whether the action taken actually improved the experience.

This is a different standard for digital experience. It asks IT to move beyond reactive support and towards prevention. The goal is not zero tickets. The goal is uninterrupted work.



Why AI Needs Complete Context

AI has the potential to transform how organizations understand and improve digital experience. But effective AI requires more than telemetry. It requires context, causation, and evidence. AI without evidence creates risk. IT must understand not only that something happened, but what employees actually experienced, what caused it, and whether remediation improved the outcome.

Better decisions depend on more than signals. They depend on understanding experience in context.

A network issue can look like a device issue. An application delay can look like a user's problem. Endpoint signals can show symptoms without explaining the cause. A single dashboard can miss the wider experience.

Partial visibility leads to partial answers. And partial answers are not enough for autonomous operations.

For AI to be trusted, it needs complete experience context across devices, applications, networks, users, workflows, collaboration tools and mobile environments.

When experience is fragmented, AI becomes guesswork. When experience is fully understood, prevention becomes possible. This is why 360° visibility matters. It gives AI the context it needs to support safer, more confident, and more effective action.

As organizations rely more heavily on AI and automation, complete context becomes even more important. 360° visibility is what makes AI safe to scale.



Introducing Aternity 360°



Aternity 360° provides a single operational view of the digital workplace, connecting employee experience across devices, applications, networks, collaboration platforms, mobile environments, and cloud services.

It is designed for organizations that need visibility and proactive control across every user, device, application, network path, and collaboration tool.

Aternity 360° is not just another monitoring tool. It is a connected experience platform designed to help IT understand what employees experience, why it happens, and what action should happen next.

Most DEX platforms observe part of the experience. Aternity 360° connects experience across endpoint, application, network, collaboration and mobile domains in a single platform. It unifies real user experience monitoring, network performance insight, AI-driven analytics and operational automation. That matters because disruption rarely lives in one domain.

A poor experience may be caused by a device, an application, the network, the browser, a collaboration tool, a mobile connection, or a combination of factors. When these signals are separated, teams are left piecing together clues.

Aternity 360° helps teams understand issues in context, not isolation. It gives IT a clearer view of what happened, why it happened, who was impacted, and what action to take next.

This is where visibility becomes experience intelligence.

Aternity connects cause, context, impact and automated resolution in one platform, helping IT move beyond monitoring and towards prevention. It brings together the visibility needed to understand the full digital experience across devices, applications, SaaS, collaboration tools, networks, VDI, mobile and frontline environments.

When IT can finally see the whole experience, the guessing stops. Decisions get faster. Control gets real.

From Interpretation to Evidence with Aternity Replay

Traditional troubleshooting often requires IT teams to infer the employee experience from dashboards, alerts, and metrics.

Replay changes that model.

Instead of reconstructing events from fragmented data, teams can review the experience as it occurred, reducing reliance on interpretation and helping accelerate root-cause analysis with greater confidence.

This moves IT from interpretation to evidence.

Before, teams had to rely on multiple tools with partial visibility, conflicting signals, and heavy user input. After, they can work from a clearer view of the actual experience, with less reliance on interpretation and faster alignment across teams.

This is not just about speed. It is about removing uncertainty from the process. When teams can see what actually happened, they can connect it to why it happened. That makes it easier to resolve issues with confidence, reduce escalations, and improve service desk efficiency.

The best support experience is one that does not ask the user to do more work. Fix the problem. Let the user move on.



Visibility Where Work Happens

Employee experience no longer lives on the desktop. It extends across browsers, collaboration platforms, remote work environments, shared device estates, virtual desktops, and zero-trust access paths.

When disruption occurs, it can originate anywhere along that journey. That journey increasingly includes mobile experiences. For many organizations, some of the most critical experiences now happen on mobile. Frontline teams use mobile devices to access the applications, workflows, and information they need in the field. Healthcare workers, retail associates, field technicians, logistics teams, utilities employees, branch staff, and service teams depend on mobile experiences where delay is not simply frustrating—it is operationally disruptive.

Yet mobile is often one of the hardest parts of the digital experience to understand. A device may be working. The application may be available. The user may still be struggling because of coverage gaps, carrier performance, roaming conditions, location-specific connectivity, or poor experience in the field.

That is why mobile belongs in the 360° view. Aternity Mobile gives IT teams visibility into the mobile experiences that distributed and frontline workers rely on every day. It helps teams understand connectivity, carrier performance, location-specific issues, and usage patterns so they can identify problems faster and make smarter operational decisions.

This matters because mobile experience affects more than IT support. It affects productivity. It affects cost. It affects safety. It affects service delivery. It affects the ability of frontline teams to do their jobs without avoidable friction.

Collaboration experience matters too. Employees depend on tools such as Microsoft Teams and Zoom to communicate, make decisions, and keep work moving. When collaboration experiences degrade, the disruption is immediate.

Aternity helps IT understand whether the root cause sits with the device, application, network, or collaboration platform itself without relying solely on user-reported problems.

Traditional DEX approaches often focus on one layer of the experience. Usually, that layer is the endpoint. Sometimes, it is an application. Rarely is it the whole picture.

But modern work is distributed. Experience visibility has to be distributed too. Users do not experience IT in layers. They experience work as one journey. When something goes wrong, they do not care whether the issue sits with the endpoint, network, application, mobile carrier, or collaboration tool. They care that the experience is broken. IT needs the same end-to-end view. If work happens there, IT needs to understand the experience there.

Real-World Outcomes

The value of 360° Digital Experience becomes clearest in the real world.

At Princess Alexandra Hospital NHS Trust, IT needed to understand what was really happening on the frontline. Ticket data could show what had been reported, but it could not show every issue clinicians were experiencing.

During a ward walkaround, the team found multiple computers on wheels labeled as broken or not working. Staff had not raised tickets for each device. They had simply removed them from use because they did not have time to stop and report the problem.

That is the frontline visibility gap.

The issue was not just broken devices. It was lost clinical time. With better visibility, IT could identify poor-performing devices, uncover recurring issues and act before disruption reached clinicians and patients.

At PG&E, the challenge was different but familiar. The organization had data at scale across networks, cybersecurity, vulnerabilities, devices, surveys, and incidents. What was missing was a unified view of experience across operational domains.

Data existed. Understanding did not.

That challenge becomes even more complex when work happens in the field. Frontline teams rely on mobile devices, business applications, and connectivity that can vary by location, carrier, and working

environment. When the experience breaks, IT needs to understand whether the issue is the device, the application, the network, the mobile carrier, or the conditions around the user.

By connecting that data, IT can make better decisions across devices, work groups, locations, and lines of business. The conversation shifts from reactive troubleshooting to data-driven action.

It also supports more precise technology decisions. Instead of relying on broad assumptions around device refresh, mobile coverage or support priorities, teams can use experience and performance data to understand where action will have the greatest impact.

Other organizations are seeing measurable improvements by turning experience insight into action. A global financial institution reduced IT tickets by 30% and improved resolution times by 20%. Dow reduced system crashes by 50%, cut boot times by 16%, and improved application performance across the business. The New Zealand Ministry of Justice improved its Digital Experience Index by 31%, using visibility to drive measurable gains in quality and reliability.

These outcomes show what happens when digital experience is managed as a business-critical system, not a collection of disconnected tools.

That is the move from experience signals to business outcomes.

Operational Impact

Aternity 360° changes how teams work. It gives IT a clearer path from signal to action.

Speed improves because teams can identify issues more quickly and reduce time spent reconstructing events. Confidence improves because teams spend less time debating symptoms and more time acting on evidence. Experience improves because users are less involved in the troubleshooting process and can stay focused on their work.

The operational impact is practical. Resolution cycles become shorter. Escalations become less frequent. Root cause analysis becomes more confident. Automation becomes more targeted. Support teams spend less time on repetitive manual tasks. IT gains more capacity to focus on higher-value work.

For mobile and frontline environments, the impact can be even more visible. IT can move beyond simply issuing a device and hoping the experience works. Teams can understand how mobile performance changes by location, carrier, application, and usage pattern. They can make more informed decisions about connectivity, roaming, cost control, and frontline productivity.

Aternity also supports better decision-making across major technology initiatives. Experience data can help validate device refresh cycles, operating system upgrades and application rollouts before they are deployed broadly.

This is how DEX becomes more than visibility. It becomes an operating model for prevention.

Aternity helps teams know what is happening, fix what matters, and deliver better experiences. Instead of reacting to incomplete signals, teams can follow a clearer path from experience to evidence, from evidence to action, and from action to less disruption.

Signals reveal experience.

Experience becomes evidence.

Evidence enables confident action.

Action prevents disruption.

This is the shift from managing symptoms to preventing impact.



Conclusion: A More Practical Path to Zero Disruption

Zero Disruption is not something that happens all at once.

It starts with reducing friction in the moments that matter most. It starts when IT can see what users are actually experiencing. It grows when teams can connect that experience across devices, applications, networks, and mobile environments. It becomes scalable when AI and automation can act on complete context. And it becomes measurable when disruption is reduced before it impacts employees or the business.

Aternity 360° helps IT move beyond fragmented troubleshooting and operate with clarity and confidence. It helps teams stop reacting to incomplete signals, understand the full experience, act with evidence, and prevent disruption.

The future of DEX is not more monitoring. It is understanding the complete employee experience across every domain where work happens. It is trusted action. It is uninterrupted work.

Prevention is not just an IT capability. It is a leadership capability. It gives teams the confidence to act earlier, automate safely, reduce operational risk and protect the digital experiences the business depends on.

Know what is happening.

Fix what matters.

Deliver better experiences.

Experience Aternity 360° in action with Riverbed.

Discover how Aternity 360° helps IT teams move from signals to outcomes.



From signals to outcomes starts here.

Digital experience now spans every app, device, network and mobile workflow your people rely on.

Aternity 360° gives IT teams the visibility and intelligence to understand what is happening, resolve issues faster and prevent disruption before it impacts employees or the business.

**See every experience. Resolve every issue.
Prevent disruption before it impacts work.**

REQUEST AN ATERNITY 360° DEMO. >



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.

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