

# Aternity Mobile for Finance and Insurance:

## Real-Time Mobile Employee Experience for High-Performance Financial Services

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### The Reality Facing Financial Services Today

In today's digital-first economy, mobile performance is inseparable from business performance. Bankers, loan officers, claims adjusters, and financial advisors rely on mobile devices to execute high-value, time-sensitive transactions across branches, field locations, and remote environments. Customers expect instant access, uninterrupted service, and absolute trust at every interaction.

Yet IT teams face growing operational pressure. Expanding device fleets, unpredictable network conditions, and strict regulatory mandates such as PCI DSS, SOX, and GDPR create constant risk. When mobile applications slow down, crash, or lose connectivity, transactions stall, productivity drops, and both compliance and reputation are immediately at stake.

Traditional mobile management tools enforce policy, but they cannot show IT how mobile devices and applications are actually performing in the moments that drive revenue, service, and trust. Financial organizations don't just need device management. They need real-world mobile performance intelligence.

### From Device Management to Mobile Experience Visibility

Riverbed Aternity Mobile delivers real-time visibility into how corporate-owned Android and iOS devices actually perform across applications, devices, networks, and user experience.

Instead of focusing only on configurations and controls, Aternity reveals what employees are truly experiencing while executing transactions, processing claims, onboarding customers, and approving loans. With more than 150 real-time performance metrics, IT gains continuous insight across application responsiveness, device health, battery performance, network quality, and session behavior.

With device-level drill-down, IT teams can instantly isolate whether a slowdown is caused by the application, the device, the network, or backend services, eliminating blind spots, and dramatically accelerating root-cause analysis.

IT can proactively notify employees of known issues, deliver contextual guidance, and gather feedback, helping improve overall experience and performance.

## Where Aternity Mobile Performance Directly Impacts Revenue

### Branch & Retail Banking Operations

Fast, reliable access to core banking, CRM, and transaction systems.

#### Why it matters:

Delays at the counter translate directly into lost revenue, reduced satisfaction, and reputational damage.

### Insurance Claims & Field Adjusters

Always-on access to claims apps, photo capture, estimates, and policy systems in unpredictable network conditions.

#### Why it matters:

Faster mobile performance accelerates claims resolution and improves customer experience during critical moments.

### Loan Officers & Remote Financial Advisors

Consistent performance for digital document uploads, approvals, video consultations, and electronic signatures.

#### Why it matters:

Slower workflows delay revenue and weaken competitive differentiation.

### Service Desk & IT Operations

Proactive troubleshooting with instant root-cause visibility at the device, app, or network layer.

#### Why it matters:

Faster resolution reduces ticket volume, cuts MTTR, and lowers operational cost.

## Operational Advantages for Financial Services IT



Aternity Mobile equips financial IT teams with the intelligence needed to protect transaction flow, user productivity, and regulatory posture, without adding operational complexity.

Key advantages include:

- AI-powered detection and automated remediation of mobile performance issues
- Deep visibility across applications, devices, and networks
- Faster root-cause analysis with device-level insight
- Stronger security and compliance posture through continuous monitoring

## Business Outcomes That IT and Executives Can Measure



Organizations using Aternity Mobile realize measurable improvements in operational reliability, risk reduction, and service quality.

Typical outcomes include:

- Accelerated issue resolution through AI-driven insights and automated workflows
- Higher employee satisfaction
- Consistent, secure mobile performance across all endpoints
- Lower operational IT support costs

## Why Financial Institutions Choose Aternity Mobile



Only Aternity Mobile unifies real-time mobile experience intelligence, deep device-level visibility, AI-driven insights, and intelligent automation in a single solution designed for high-performance financial environments.

## Make Always-On Operations a Competitive Advantage

Request a [personalized demo](#) to see how Aternity Mobile transforms mobile operations across branches, field teams, and service desk or visit [Aternity Mobile](#) to learn more.



### 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](https://riverbed.com).