Aternity Mobile for Retail:

Real-Time Mobile Experience Intelligence for High-Velocity Store Operations

The Reality Facing Retail Today

Retail runs on mobile. From in-store point-of-sale systems and associate tablets to kiosks, smartphones, warehouse handhelds, and barcode scanners, mobile devices power transactions, inventory accuracy, and order fulfillment. Every interaction, from picking and scanning to checkout and curbside, is now a digital experience.

Yet retail IT teams deal with daily friction. Managing thousands of mobile devices, barcode scanners, Bluetooth peripherals, and frequent network configuration changes, often across hundreds of locations, creates constant risk. When performance drops or connectivity fails, checkout stalls, transactions are abandoned, inventory drifts out of sync, and brand trust erodes in real time.

Traditional device management tools enforce configurations and policies, but they do not reveal how store systems actually perform at the moment of sale. Retail doesn't just need device control. It needs real-world mobile performance intelligence at the point of revenue.

From POS Monitoring to Mobile Experience Intelligence

Riverbed Aternity Mobile delivers real-time visibility into how retail mobile devices, applications, and networks actually perform across stores, kiosks, and frontline workflows.

Rather than focusing only on configurations, Aternity reveals how POS systems, inventory apps, mobile CRM tools, and fulfillment platforms perform in live store conditions. With more than 150 real-time performance metrics, retail IT gains continuous insight into transaction latency, device health, battery performance, roaming behavior, and session stability.

With device-level drill-down, IT teams can instantly identify whether a transaction failure stems from the POS app, the tablet or kiosk, store Wi-Fi, or backend systems, dramatically accelerating root-cause analysis and protecting checkout continuity.

IT can proactively broadcast notifications to stores about known issues and push alerts to keep operations running smoothly and maintain a consistent customer experience.

Where Aternity Mobile Performance Directly Impacts Sales & Customer Experience

Outage Response

Ensure fast, reliable in-app payments across tablets, kiosks, and registers.

Why it matters:

Checkout delays drive abandoned carts and lost revenue.

Inventory & Order Fulfillment

Maintain real-time access to inventory and fulfillment systems across the store.

Why it matters:

Inaccurate inventory data kills customer confidence and delays fulfillment.

Store Associates & Clienteling

Support personalized engagement via mobile CRM and product tools.

Why it matters:

Faster, informed associates drive higher conversion and loyalty.

IT Operations & Store Support

Gain proactive visibility into store-level issues before tickets spike.

Why it matters:

Faster resolution lowers IT cost and protects store uptime.

Operational Advantages for Retail IT

Aternity Mobile gives retail IT teams the intelligence needed to protect transaction flow, store uptime, and associate productivity without adding operational complexity. IT gains proactive detection of POS failures, deep visibility across devices, apps, and Wi-Fi networks, faster root-cause analysis with device-level insight, and stronger security and compliance across fixed and rugged endpoints.

Business Outcomes That Matter

Retailers using Aternity Mobile achieve measurable improvements in operational stability and revenue performance. Typical outcomes include fewer checkout failures, faster transaction recovery, higher sales conversion rates, improved customer satisfaction and loyalty, and lower IT support workload across the store footprint.

Why Retailers Choose Aternity Mobile

Only Aternity Mobile unifies real-time mobile experience intelligence, deep device visibility, proactive remediation, and frontline engagement, enhanced by AI-driven analytics and intelligent automation, into a single solution built for transaction-driven environments.

Make Store Performance a Competitive Advantage

Request a personalized demo to see how Aternity Mobile protects POS performance, inventory accuracy, and store productivity or visit Aternity Mobile.

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