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SOLUTION BRIEF

Riverbed APM+

OpenTelemetry-native application observability that extends code-level instrumentation across the entire application portfolio—giving IT Operations and DEX teams the trace depth they need without the cost, complexity, or lock-in of traditional tools.

The Application Performance Visibility Gap in DEX

Modern enterprises depend on hundreds of applications across cloud, hybrid, and legacy environments. These applications directly shape digital employee experience (DEX), yet most organizations cannot consistently connect application performance to real user impact.

DEX tools surface when experience degrades. But they don't explain why.

That responsibility falls to IT Operations. They are accountable for restoring service and maintaining experience, but the application insight they need lives in separate APM tools built for developers, not operators.

This creates a critical gap between experience detection and root cause resolution.

When an issue is identified in DEX, IT Ops teams cannot seamlessly move into application diagnosis. Instead, they pivot across disconnected systems, manually correlating endpoint signals with application behavior and network conditions. This slows response, increases MTTR, and introduces guesswork into what should be a data-driven process.

Legacy APM platforms reinforce this gap. Application insight is locked inside engineering-centric tools through proprietary agents and closed data models, limiting access for IT Operations and preventing extension into the DEX domain.

Cost compounds the issue. Traditional APM pricing restricts instrumentation to a small subset of Tier-1 applications, leaving most of the application portfolio—and therefore most user experience—unmonitored.

The result is fragmented visibility and a growing operational burden. DEX shows that users are impacted. But without direct access to application insight, IT Ops cannot quickly determine why or take precise corrective action.

As environments become more distributed and AI-driven workflows increase interdependence this gap becomes more consequential. Without a unified view that connects DEX signals to deep application insight, organizations remain reactive, unable to move from detection to diagnosis to resolution with speed and confidence.

Closing the Gap Between DEX and IT Operations

Riverbed APM+ is built to close the gap between DEX detection and IT Operations action.

It delivers deep, code-level application insight in a way that is open, accessible, and usable beyond DevOps, eliminating the silos that limit traditional APM platforms.

When DEX identifies a user-impacting issue, Riverbed APM+ allows IT Operations to move directly into application diagnosis, without relying on engineering teams or stitching together incomplete data.

Built on open standards, Riverbed APM+ supports flexible deployment through lightweight agents, Kubernetes operators, and native OpenTelemetry collectors. It integrates seamlessly into existing DevOps-centric observability environments, coexisting with current tools without requiring rip-and-replace.

This approach eliminates vendor lock-in while extending full-fidelity application observability to IT Operations.

Organizations can expand visibility across cloud-native, hybrid, and legacy applications without disrupting existing workflows or architectures.

Unlike legacy APM solutions that make broad coverage cost-prohibitive, Riverbed APM+ is designed to scale economically. It removes pricing barriers that restrict instrumentation, enabling organizations to monitor far more of their environment at significantly lower cost.

The result is consistent, practical observability across all applications, not just where traditional tools allow it.

DEX teams gain the context to understand how application performance impacts experience. IT Operations gains the depth to diagnose and resolve issues quickly. Together, they move from detection to action faster, with greater precision, and without guesswork.

Deep Application Intelligence Across Every Layer

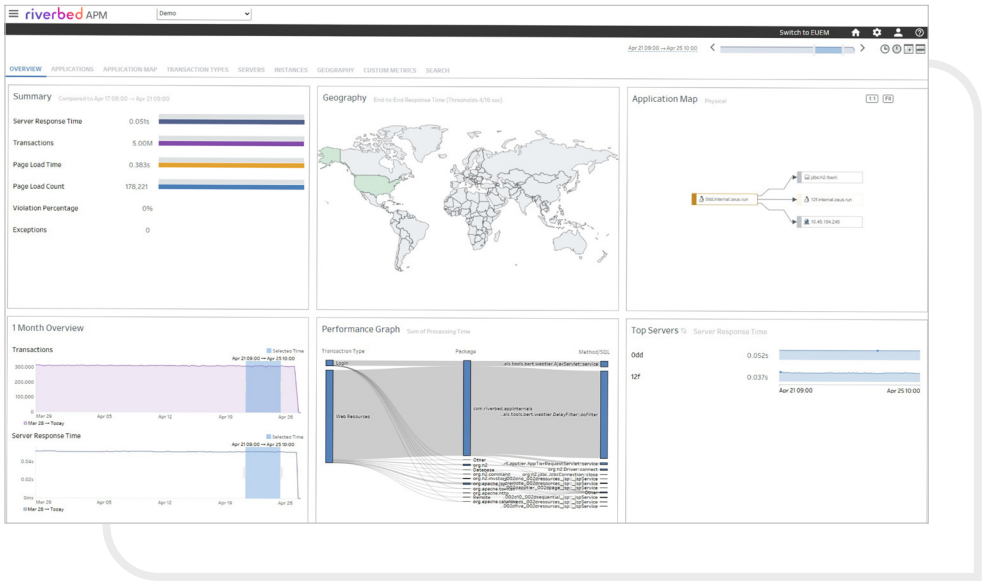
When DEX surfaces user-impacting issues, IT Operations needs immediate access to deep application context to diagnose and resolve them.

APM+ provides that context across every layer of the application stack, connecting user impact to application behavior, dependencies, and infrastructure in a single, continuous view.

End-to-End Transaction Visibility

Every transaction is traced end to end—from user request through backend services to the line of code. Unlike sampling-based approaches, Riverbed APM+ preserves complete transaction histories, ensuring intermittent issues and early signs of degradation remain visible.

TruePlot, a core analytics capability within Aternity, plots every individual transaction over time, exposing outliers and anomalies that are often hidden by averages or aggregated metrics.



Code-Level Insight Without Guesswork

Transaction context extends directly into application code. Method- and class-level execution data—including response times, errors, and execution paths—reveals inefficient code paths, blocking calls, and intermittent failures that aggregated metrics often conceal.

Dependency Intelligence Across Distributed Systems

Riverbed APM+ extends visibility into databases, APIs, and microservices, capturing SQL calls and service interactions to show how downstream dependencies impact performance. This is critical in distributed environments where root cause often lies outside the application itself.

Correlated Infrastructure Context

Application behavior is correlated with infrastructure signals such as CPU, memory, thread activity, and I/O. This allows teams to quickly determine whether issues originate in application logic, resource constraints, or environmental conditions.

Connecting Performance to User Experience

Most performance issues are first experienced by users—and first detected in Riverbed Aternity, where changes in digital experience signal emerging degradation.

The critical moment is what happens next.

With APM+, IT Operations can move directly from user impact in Aternity to full transaction and code-level context through a native, one-click pivot, without switching tools or reconstructing context across systems.

This creates a continuous path from experience → diagnosis → resolution.

Teams can immediately see which users are affected, trace issues through the application stack, and pinpoint root cause with precision.

Instead of inferring cause from fragmented signals, they act on complete, correlated data.

The result is faster root cause analysis, shorter remediation cycles, and the ability to prioritize issues based on real user and business impact.

From Visibility to Operational Intelligence

Application issues rarely appear as obvious failures. Degradation often emerges gradually across complex dependencies spanning applications, infrastructure, networks, and AI-driven workloads.

Riverbed APM+ establishes dynamic baselines and continuously correlates high-fidelity signals across transactions, system behavior, and user experience. This allows emerging issues to be identified earlier and resolved faster.

When combined with Riverbed IQ, this foundation extends beyond visibility into intelligent operations.

Riverbed IQ analyzes unified telemetry across application performance, network observability, infrastructure, and DEX—applying AI to detect patterns, surface insights, and guide action.

With Riverbed IQ, organizations gain:

- Predictive insights that surface performance risks before users are impacted
- AI-assisted root cause analysis across application, network, and infrastructure domains
- Guided and automated remediation workflows, where actions can be recommended or executed with appropriate oversight

This enables a shift from reactive troubleshooting to proactive optimization—and ultimately toward autonomous, self-healing operations.

Flexible Deployment Without Disruption

Riverbed APM+ is designed to deploy cleanly across diverse environments without forcing change. Organizations can extend observability where it delivers the most value, coexist with existing tools, and evolve their instrumentation strategy over time.

Lightweight Agents

Java and .NET agents provide deep, code-level instrumentation with minimal overhead, capturing high-fidelity transaction data without the operational burden of traditional APM agents.

Kubernetes Operator

In cloud-native environments, the Kubernetes Operator automates instrumentation and lifecycle management, ensuring observability scales with dynamic services.

OpenTelemetry

Native OpenTelemetry support enables standards-based instrumentation across any environment. Teams can ingest telemetry from OTel SDKs, Jaeger, Zipkin, and other sources while maintaining full control over routing and enrichment.

By supporting multiple deployment models in parallel, Riverbed APM+ allows organizations to adopt observability on their terms.

Turning Open Instrumentation into Scalable Observability

OpenTelemetry enables broad instrumentation, but at scale, raw telemetry creates cost and complexity challenges.

Riverbed Smart OTel addresses this at the point of collection by applying real-time filtering, enrichment, and shaping. High-value signals are preserved at full fidelity, while unnecessary noise is reduced.

This approach maintains trace depth while controlling data volume, enabling organizations to expand coverage without runaway costs.

Because Smart OTel is built on open standards, telemetry remains portable and vendor-neutral as strategies evolve.

Application Observability That Scales with the Business

Modern environments require visibility across hundreds of applications, not just a select few.

By combining open instrumentation, intelligent telemetry management, full transaction context, and flexible deployment, Riverbed APM+ makes full-fidelity application observability viable across the entire application estate.

When combined with Riverbed IQ, this foundation enables not just visibility, but understanding, prediction, and action across the full technology stack.

The result is application observability that scales with modern architectures and operational demands—without the cost, complexity, or constraints that have historically limited APM solutions.

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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.