

Aternity: Zero-Disruption DEX Powered by the Riverbed Platform

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

Digital Experience Is Broken – Because It’s Treated Like a Device Problem

Digital employee experience is not a device problem, it’s a system-wide challenge.

Employees depend on a complex ecosystem of applications, networks, cloud services, and collaboration tools to get work done. Yet most IT organizations still rely on fragmented tools that only capture part of the experience.

Application monitoring focuses on performance, not user impact; device monitoring captures metrics, not experience; and service desks rely on tickets rather than proactively detecting issues, often surfacing problems only after productivity has already been affected.

As a result, IT teams are trapped in a reactive cycle, troubleshooting after issues occur, recreating problems, and struggling to prioritize what matters most.

The New Standard: Zero Disruption DEX

To support today’s workforce, organizations are shifting from device-centric and siloed monitoring approaches to a modern Digital Employee Experience (DEX) strategy focused on real-user impact.

This shift requires more than visibility. It requires the ability to understand real user experience across the entire digital ecosystem and take action before issues disrupt work.

“Aternity helped us pinpoint our real issues and gain a true understanding of the employee experience, so we can focus on what matters most.”

Jeffrey Wood,
Deputy Director of ICT, The Princess Alexandra Hospital NHS Trust

With a clear understanding of employee experience, IT teams can move beyond guesswork - prioritizing the issues that have the greatest impact on productivity and satisfaction.

Aternity: A Platform Built to Eliminate Digital Disruption

Aternity is a Digital Employee Experience (DEX) platform that provides complete visibility into employee experience across devices, applications, and networks, combined with AI-driven insights and automated action to resolve issues faster and prevent disruption.

Unlike tools that rely on inferred signals, Aternity captures real user experience data from endpoints, showing exactly what employees experience across laptops, mobile devices, and collaboration tools like Microsoft Teams.

Because employee experience spans the entire digital environment, Aternity correlates performance across domains to identify root cause with precision, eliminating fragmented tools and manual investigation.

This unified platform approach enables IT to move beyond monitoring to full experience intelligence, connecting cause, context, impact, and automated resolution in a single platform.

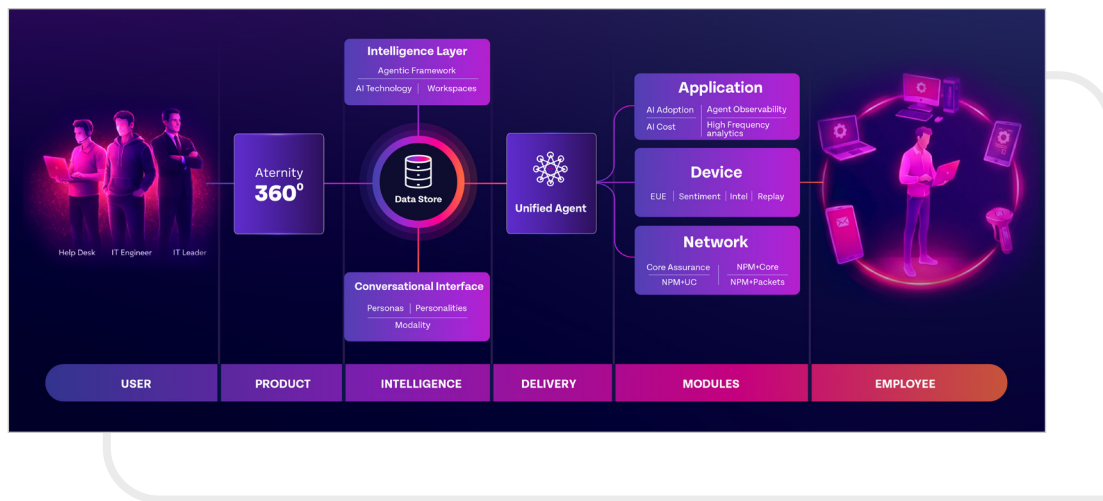


Figure 1: Riverbed Aternity Platform.

Understand Every Issue. Resolve It Without Guesswork

Aternity transforms visibility into action, enabling IT teams to resolve issues quickly and confidently.

With capabilities such as Aternity Replay, teams can see exactly what users experienced, without relying on reproduction or incomplete descriptions. By correlating front-end activity with device and network performance, Replay eliminates guesswork and accelerates root cause analysis.

“We no longer ask users to explain what happened, we can see it instantly and resolve it faster.”

By connecting “what happened” with “why it happened,” Aternity reduces troubleshooting time, lowers escalation volume, and improves service desk efficiency.

This level of insight is especially critical in modern digital workplaces, where employees depend on collaboration tools such as Microsoft Teams and Zoom, mobile devices, and distributed work environments. Aternity enables IT teams to quickly identify and resolve issues affecting call quality, application responsiveness, and device performance, without relying on user-reported problems.

Aternity also incorporates employee sentiment into experience analysis, helping IT teams understand not just where issues occur, but how they impact employees, so they can prioritize the issues that matter most.

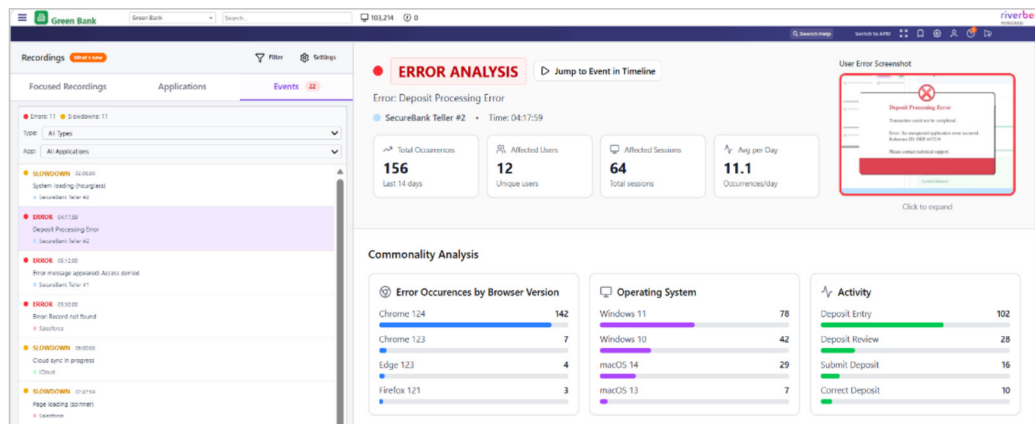


Figure 2: Aternity Replay – see what users see.

From Visibility to Prevention: The Shift to Autonomous IT

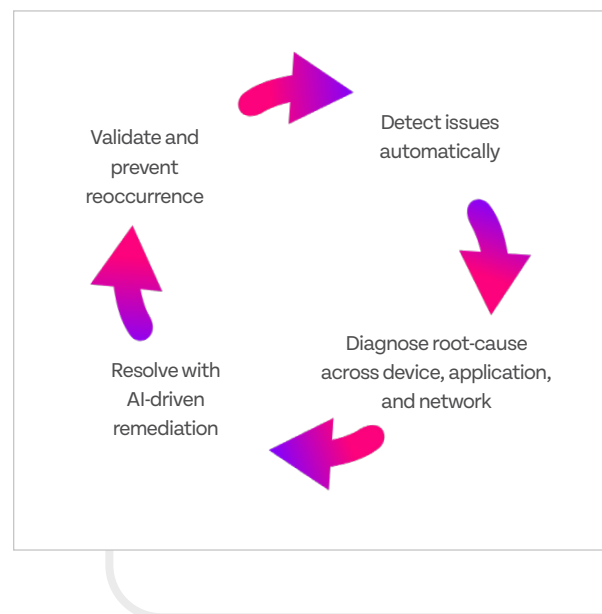
Most IT teams detect issues. Aternity detects, decides, and resolves them, automatically. That's the difference between visibility and prevention.

Visibility alone doesn't prevent disruption. IT must identify, diagnose, and resolve issues before they impact work.

Aternity enables this shift by combining real experience data with AI-driven insights and automation – allowing issues to be resolved before they impact employees.

This reduces ticket volumes, improves service quality, and eliminates repetitive manual tasks through automated workflows and intelligent self-service.

As a result, IT moves toward autonomous operations, where AI not only identifies issues but takes action to resolve them before disruption occurs.



A global Top 5 financial institution realized measurable impact with Aternity – 30% fewer IT tickets and 20% faster resolution times.

Beyond faster issue resolution, Aternity enables data-driven decision-making – allowing

organizations to validate initiatives such as device refresh cycles, operating system upgrades, and application rollouts before broad deployment.

Real Outcomes. Measurable Impact. No More Disruption.

Organizations using Aternity consistently see measurable improvements in employee experience, productivity, and operational efficiency.

At Dow, Aternity helped reduce system instability and improve performance across the digital workplace:

“We reduced system crashes by 50%, cut boot times by 16%, and improved application performance across the business.”

Chris Anderson,
Director of CIO Services, Dow

Other organizations are using Aternity’s Digital Experience Index (DXI) to quantify and improve digital experience across the enterprise:

“We gained full visibility into employee experience and improved our Digital Experience Index by 31%—driving measurable gains in quality and reliability.”

Wayne Gurdler,
Manager, Workspace and Aggregation Services,
New Zealand Ministry of Justice

These outcomes demonstrate how improving digital experience drives better business performance through increased productivity, reduced downtime, and lower support costs.

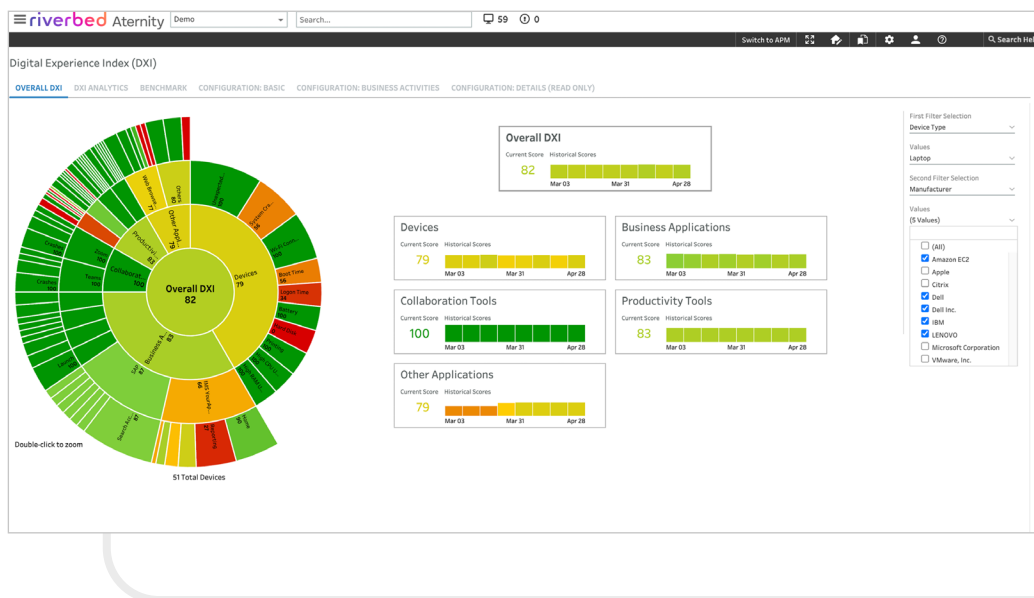


Figure 3: Riverbed Aternity DXI automatically identifies digital experience hot spots, then sets you on a path to improvement.

Know What's Happening. Fix What Matters. Deliver Better Experiences.

Aternity enables IT to operate with confidence – seeing, understanding, and resolving issues across the entire digital experience.

“We don’t just identify issues – we solve them. There hasn’t been an employee experience problem we couldn’t fix with Aternity.”

Anthony Tully-Smith,
Brisbane Airport Corporation

Transform Digital Employee Experience with Aternity

Eliminate digital disruption with Aternity.

Aternity connects visibility, insight, and action in a single platform, enabling IT to prevent issues before employees are impacted.

With Aternity, IT teams can:

- Resolve issues faster
- Reduce disruption across the workforce
- Improve employee productivity and satisfaction
- Lower IT support costs and complexity

Request a demo to see how Aternity delivers zero-disruption digital experience at scale.



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.