

Brisbane Airport Corporation



From bottlenecks to breakthroughs: Inside Brisbane Airport Corporation's AI-powered technology overhaul.

Celebrating 100 years of operation in 2025, Brisbane Airport Corporation (BAC) is currently executing the largest transformation in its history, investing over AUD \$5 billion in capital upgrades as it modernizes existing facilities and builds new terminals.

Anthony Tully-Smith, ICT Business & Finance Applications Manager, Technology, Brisbane Airport Corporation leads a team who are looking after nearly 300 SaaS applications – including essential CCTV and airport operating systems to flight information displays.

Tully-Smith holds responsibility for End User Compute (EUC), Technology Sustainability and Artificial Intelligence at the airport. This complex and rapidly evolving environment demands agile technology management and innovative solutions to support both operational efficiency and the employee and customer experience.

A lack of visibility into EUC and limited understanding of the real-life user experience created a lot of work for the BAC teams – including some 2am starts when issues impacted operations at the busy 24x7 airport.

In Brief

Challenges

- Lack of visibility and understanding of the user experience
- Improve employee productivity and reduce operational costs
- Proactively detect and remediate technical issues
- Improve sustainability – power and CO₂ metrics

Solution

Digital Experience:

- Riverbed® Aternity Employee Experience (DEX)

AI and Automation:

- Riverbed® IQ Ops

Benefits

- Increased visibility across all data points, applications and end users
- Improved levels of monitoring of end user needs
- Reduced operational costs and environmental impact
- Better decision-making, improved business performance and employee productivity

Challenge

Upon joining BAC, Tully-Smith faced the challenge of understanding and managing the performance of the organization's EUC fleet. Reports from frontline teams indicated persistent bottlenecks, particularly with some business critical applications. Many devices, such as 8GB i5 laptops, were clearly struggling to handle everyday workloads, including running virtual meetings alongside multiple applications. However, there were no metrics to support these observations.

Although his skilled team could craft bespoke scripts, these solutions were not scalable or timely. Each new issue required yet another script, hampering the ability to remediate at scale. As Tully-Smith puts it, "Nobody wants to come to work to have to sit and wait five minutes for an application to load. But I had no tangible metrics to back up what was going on."

This left the IT function unable to provide data-driven recommendations, often leading to finger-pointing and frustration when performance issues occurred.

Solution

Recognizing the need for objective and actionable insights, BAC adopted Aternity as its Digital Employee Experience (DEX) solution. For Tully-Smith, DEX is fundamentally about trust – balancing the emotional responses of stakeholders with data-driven decision-making.

Implementing Aternity empowered his team to move beyond anecdotal evidence, equipping them with robust data that underpinned operational decisions and defused user frustrations.

“Having this data takes away a lot of the finger pointing and has allowed me and the team to focus on delivering quality outcomes that have all but reduced the emotions around underperforming devices.”

Anthony Tully-Smith,
ICT Business & Finance Applications Manager, Technology,
Brisbane Airport Corporation

With Tully-Smith also serving as Technology Sustainability Lead, BAC began leveraging Aternity for advanced energy consumption reporting. BAC’s sustainability efforts span two initiatives: the “Greening of Technology,” which focuses on managing assets under BAC’s direct control (such as laptops, data centers and displays), and “Greening by Technology,” which explores how technology supports broader business sustainability goals (like electrification strategies).

Working with Riverbed, BAC developed comprehensive reports on device energy usage and quickly identified opportunities to further reduce their energy footprint, notably by targeting energy waste from idle devices.

“There hasn’t been an EUC problem that I haven’t been able to solve with Aternity. Through using Aternity, I was not only able to identify, but actually able to do something about device energy waste.”

Anthony Tully-Smith,
ICT Business & Finance Applications Manager, Technology,
Brisbane Airport Corporation

BAC continues to explore new features of the Aternity platform, including the recently discovered Riverbed IQ Ops component. Tully-Smith described it as “groundbreaking” for BAC’s operations and is looking ahead to further collaboration with Riverbed as they explore new capabilities in automation, predictive analytics and AI to enhance services and productivity into the future.



Benefits

Implementing Aternity fundamentally transformed BAC's approach to managing digital experiences and technology sustainability. The organization can now make decisions backed by objective performance and energy consumption data. This has removed subjectivity from device and application discussions, vastly improving operations and staff morale.

"Digital Employee Experience really underpins the outcomes that we're looking for as an organization. We needed to understand how our staff get the best out of their devices, how the applications are performing, what is the lag time and how do we increase productivity? Aternity was able to help identify where those weak points were within our infrastructure," adds Tully-Smith.

BAC's technology sustainability initiatives have moved from theory to action, with quantifiable proof of energy inefficiencies and concrete steps taken to address them. Furthermore, insights generated through Aternity have empowered BAC to engage with SaaS vendors about re-platforming their code to provide a better green outcome without impacting performance. Aternity data is set to play a key role.

With Aternity, BAC is now equipped to deliver higher performance, support innovation and reduce its environmental impact – while ensuring technology keeps pace with its vision for the future of Brisbane Airport. As Tully-Smith concludes, "I'm really excited to continue to work with the Riverbed team and to understand the capabilities that are coming forward in the Riverbed IQ and the Aternity products."

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Anthony Tully-Smith, ICT Business & Finance Applications Manager, Technology, Brisbane Airport Corporation



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.