

Ministry of Justice



How Te Tāhū o te Ture – Ministry of Justice enhances digital employee experience for more than 5,000 staff across Aotearoa New Zealand with Riverbed Aternity and Fujitsu.

Te Tāhū o te Ture – Ministry of Justice is a cornerstone of Aotearoa New Zealand’s public service, delivering essential justice functions that directly impact the daily lives, safety and rights of citizens. The reliability and performance of its services are critical to maintaining public trust, upholding the rule of law and ensuring fair and timely access to justice for communities across the country.

With more than 5,000 people operating across approximately 100 locations, The Ministry relies on a secure, resilient and high-performing digital workplace to support frontline services and critical justice operations.

Recognizing the importance of delivering a consistent and reliable employee experience, The Ministry partnered with Fujitsu as a digital transformation partner who recommended Riverbed.

Working with Riverbed, the team delivered a data driven Digital Employee Experience capability that provides proactive insight, improves service performance, and supports continuous improvement of The Ministry’s digital workplace.

31% increase in Digital Experience Index score

In Brief

Challenges

- Improving employee experience with limited budget
- Limited ability to proactively detect and remediate technical issues
- Lack of visibility into employee digital experience and performance
- Requirement to improve productivity while reducing operational overheads

Solution

- Digital Experience: **Riverbed® Aternity Employee Experience (DEX)**

Benefits

- Improved employee productivity and informed decision-making
- Experience-driven analytics, proactive monitoring and automated remediation
- End-to-end visibility across devices, applications and employee experience
- Improved Digital Experience Index (DXI) score

Challenge: Complex, fragmented IT environment impacting employee experience

Before implementing Riverbed® Aternity, The Ministry faced an increasingly complex and distributed technology environment. Applications were hosted across on-premises infrastructure, multiple cloud platforms and SaaS services, creating a fragmented ecosystem supported by multiple providers.

This complexity made it difficult to understand the true employee experience or quickly identify root causes when performance issues occurred. Employees frequently encountered slow or unreliable systems, impacting productivity and confidence in the digital workplace. The Ministry required a

transformation focused on delivering a consistent, reliable and insight-driven employee experience.

“Having the right information at your fingertips to understand what normal looks like is essential. When something falls outside those boundaries, it’s about identifying the root cause and remediating it quickly.”

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

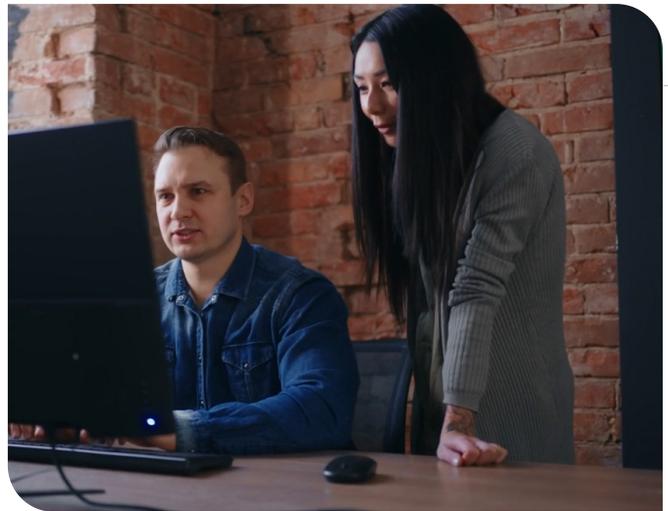
Solution: Delivering a proactive, insight-driven employee experience

Recognizing the need to improve the end user experience, The Ministry engaged Fujitsu who leveraged their strategic partnership with Riverbed. Riverbed’s Aternity Digital Employee Experience (DEX) solution was implemented to provide real-time visibility into device health, application performance and employee experience across the organization.

“The visibility we now have into employee experience and technology performance has made a real difference. We’ve seen an increase of 31% in our Digital Experience Index, which clearly reflects the improvements we’ve made to the quality and reliability of the digital workplace.”

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

With enhanced diagnostics and actionable insights, the teams at The Ministry were enabled to move from reactive support models to proactive experience management, significantly improving digital workplace performance and resilience.



Benefits: From insight to impact, DXI score improves from 54% to 85%

Implementing Riverbed Aternity has fundamentally transformed The Ministry's approach to measuring and managing digital experiences.

With deeper visibility into technology performance and employee experience metrics, The Ministry was able to take a more data-driven approach to improving its digital workplace. This insight translated into a significant improvement to its Digital Experience Index (DXI) score, a single score that reflects the overall quality of an employee's digital experience, which increased from 54% to 85%.

Gurdler states, "The visibility we now have into employee experience and technology performance has made a real difference. We've seen an increase of 31% in our Digital Experience Index, which clearly reflects the improvements we've made to the quality and reliability of the digital workplace."

In another instance, the team identified a redundant script that was significantly degrading application performance. Once removed, the application's DXI score rose to 100%. This was a rapid improvement that would not have been possible without the deep visibility provided by Riverbed Aternity.

"By implementing automated remediations, we've been able to address many recurring issues in our environment and restore services far more quickly. This has freed our teams to concentrate on higher value work."

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

Automation capabilities reduced repetitive service desk tasks, enabling technical teams at The Ministry to focus on higher-value activities and proactive improvement initiatives. Gurdler comments:

"Automation is a critical capability for us. It delivers value in many ways and helps us save time and money."

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

Riverbed Aternity also provides the IT team with insight into the performance of devices used by staff and citizens including when devices might need to be replaced.

While the results to date have been impressive, new Riverbed capabilities, such as Aternity Self Service, an AI powered digital agent designed to enable faster fixes and smarter IT, are still to come.

Gurdler advises organizations to take a measured approach rather than attempt everything at once. "It's essential to work with partners who understand your challenges," he notes. "I'm genuinely excited to continue collaborating with Fujitsu and the Riverbed team to see what more we can achieve together."



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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.