

EDF



EDF in the UK is part of EDF Group, the world’s largest electricity generator. In the UK, the company employs around 14,000 people at locations across England, Scotland, Wales and Ireland.

For EDF, delivering reliable energy is just one part of its mission – ensuring a seamless digital experience for both employees and customers is just as critical. Yet, as their workforce and IT environment grew more complex, the company faced increasing challenges with application performance, compliance, and user satisfaction.

9,500 hours saved through remediations in one year

In Brief

Challenges

- Lack of visibility into end-user experience
- Inconsistent device performance, increased downtime, and user frustration
- Slow performance of applications, reducing productivity

Solution

- Digital Experience:
 - Riverbed® Aternity Customer Experience (DEM)
 - Riverbed® Aternity Employee Experience (DEX)

Benefits

- Full visibility over applications and networks
- Fast and accurate issue resolution, reducing manual effort and increasing productivity
- Enhanced stability and performance for customers and employees
- Targeted automated remediation removes non-compliant applications

Challenge: Delivering Exceptional Customer Service and Driving Satisfaction

EDF started using Riverbed® Aternity more than a decade ago. Their Digital Workplace team recognized that to deliver excellent customer service, they first needed to improve the employee experience – starting with its contact center. Agents were struggling with slow application response times, frequent device instability, and a lack of visibility into why problems were occurring. Each incident slowed down issue resolution, frustrated employees, and was ultimately impacting on the quality of service delivered to customers. They also wanted to gain a deeper understanding of the root cause of latency issues.

More recently, EDF has prioritized automating the remediation of common troubleshooting tasks, eliminating manual processes that previously slowed issue resolution and negatively impacted the user experience.

For example, low disk space and slow boot times were causing instability and user frustration, ultimately degrading overall performance. Issues with unified communications would also often cause problems, disrupting real-time communication and collaboration, leading to productivity loss and increased IT support demand.

“We are a cost-driven company, so we need to prove value. Riverbed Aternity gave us the visibility we were missing and helped us justify every decision with data. It’s not just a tool – it’s become central to how we manage and improve the user experience.”

Craig Stephens,
Aternity Product Owner at EDF

Solution: Scaling Digital Experience Management to 26,000 Aternity Licenses Across the EDF Enterprise

In 2010, EDF selected Riverbed Aternity after a competitive tender to support their digital experience-led strategy. “Aternity gave us the visibility we were missing and helped us justify every decision with data. It’s not just a tool; it’s become central to how we manage and improve the user experience.”

From day one, Aternity eliminated alert fatigue by filtering out unnecessary noise and providing EDF with a clear, real-time view of business-critical application performance for contact center employees.

With faster insight came faster remediation, significantly reducing response times and enabling the organization to deliver a smoother customer experience. Over the years, EDF has expanded its use of Aternity to more than 26,000 end-user licenses, turning the platform into a core part of its IT operations.



Providing actionable insights across the business to inform product owners on key initiatives such as the Digital Experience Index score helps ensure decisions are grounded in real data. For example, Aternity Digital Experience Index provides a clear benchmark for user experience across the organization, by regions, business units, and functions. By delivering actionable insights tied to this score, product owners

can prioritize key initiatives and make decisions based on measurable experience rather than anecdotal feedback.

Empowering frontline engineers and service desk teams through automating tasks means faster issue resolution, reducing manual effort, and improving the overall user experience.

Benefits: Data-driven Automation that Resolves Issues and Elevates Experience

Today, Aternity powers EDF's strategy for delivering exceptional digital experiences across the entire enterprise. Product owners rely on data from Aternity to understand exactly how applications and devices perform for employees, replacing anecdotal feedback with measurable insight. This data-driven approach ensures that every decision, from technology investments to process changes, is rooted in real user experience.

Automated issue resolution at scale – resolving issues before they reach the helpdesk

Automation has been a game-changer. By building easy-to-use remediations, EDF has dramatically reduced manual troubleshooting. Common issues, like low disk space, slow boot times, and Microsoft Teams cache issues, can now be detected and resolved automatically – often before employees notice a problem.

Regular, automated device reboots have reduced application crashes and saved more than 1,000 hours of lost productivity each month. Microsoft Teams performance has improved as well, with automated cache clearing preventing slow launches and dropped calls that once hindered collaboration.

“Eighty-five percent of our remediations run automatically, so we fix the problem before the IT helpdesk ever needs to step in.”

Craig Stephens,
Aternity Product Owner at EDF

“In 2024 alone, 9,500 hours were saved through remediation,” Stephens explains. “The result is improved productivity, happier employees, and a significant reduction in IT support demand.”

Ensuring software updates maintain a secure and compliant environment

Compliance and security have also benefited from Aternity's automation capabilities. EDF uses Aternity to identify and remove non-compliant software from devices within strict deadlines, ensuring audit readiness and maintaining eligibility for government contracts. “We need to make sure software remains compliant and that old software is removed correctly,” says Stephens. “Aternity dashboards help us track progress, reduce risk, and uphold our security standards.”



Delivering an 80% Improvement in Employee Experience Score

The EDF Service Management team created a digital happiness index to better understand user experience. A key part of this is the Digital Experience Index (DXI), powered by Aternity. The results have been dramatic. Stephens comments, “Since adopting the Digital Experience Index and integrating it into our Digital Happiness Index, we’ve seen an 80% improvement in customer satisfaction over the last 12 months. It’s given us real visibility into user experience – something we never had with traditional surveys alone.”

Building a smarter, more efficient future with Riverbed Unified Agent

Looking ahead, EDF is continuing to innovate with Riverbed. The recent deployment of Riverbed Unified Agent across 6,000 devices is already delivering deeper insight and faster time-to-value.

Stephens says, “We are very excited for Riverbed Unified Agent and its capabilities—it’s a major step forward for how we manage and monitor our environment.” Riverbed Unified Agent streamlines monitoring by combining tools into one platform, enabling faster updates, easier management, and a smoother user experience.

He concludes, “The speed to market has been a breakthrough – allowing us to roll out agent updates swiftly and fully leverage new features as they’re released. We see a long future with Riverbed, building smarter remediations and making operations even more efficient. Riverbed is very responsive, a strong partner, and willing to go the extra mile to deliver value and better customer experience.”

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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.