

Zain Jordan



Zain Jordan Transforms Network Operations with Riverbed's AI-powered Platform, Boosting Visibility and Resolving Issues Faster

Zain Jordan is a leading provider of innovative ICT technologies and digital lifestyle communications, serving over 4 million active customers across the Kingdom. Headquartered in Amman and supported by a dedicated workforce of more than 1,000 employees, the company delivers high-quality mobile voice, data, and B2B services across Jordan.

Faced with a fragmented network, high operational overheads, a requirement for infrastructure monitoring, and faster incident resolution, Zain Jordan turned to Riverbed following a thorough evaluation process. By deploying Riverbed's unified observability platform – including NetIM for infrastructure observability, AppResponse for network observability, and Riverbed Portal for integrated dashboarding – Zain Jordan achieved centralized control, faster troubleshooting, improved network visibility, and a significant reduction in mean time to resolution.

4 million active customers across Jordan

In Brief

Challenges

- Fragmented network and monitoring tools
- Slow incident detection and resolution
- Limited visibility into application-layer issues
- High operational overheads

Solution

- Infrastructure Observability: Riverbed® NetIM
- Network Observability: Riverbed® AppResponse
- Integrated Dashboards: Riverbed® Portal

Benefits

- Full-stack observability
- Major reduction in incident response time
- Application-layer insights for fast root-cause analysis
- Custom dashboards for cross-team collaboration
- Reduced operational costs

Challenge: Improving IT Agility and End-to-End Visibility

Zain Jordan recognized that to support ongoing growth and complexity, it needed a platform that could consolidate monitoring across the business, reduce troubleshooting time, and enable a proactive response.

“We needed a single platform that gave us full visibility to help us be proactive rather than reactive with network issues. We also needed intuitive dashboards that teams across the business could use to respond quickly and accurately – and Riverbed has delivered exactly that,” states Moath AlMogbel, IT Operations & Service Delivery Executive Manager, at Zain Jordan.

“Our teams immediately saw the difference. The unified dashboard, real-time data, and ability to share insights meant we became more proactive and aligned.”

Moath AlMogbel,
IT Operations & Service Delivery Executive Manager, Zain Jordan

Solution: Centralizing Data and Accelerating Response Times with Riverbed

After a comprehensive proof of concept, Zain Jordan chose Riverbed’s unified observability solutions for their superior visibility and performance.

With Riverbed NetIM, Zain gained deep, real-time infrastructure observability, including visibility into infrastructure changes. Its rich visualization tools and search-based troubleshooting workflows empowered the IT teams at Zain Jordan to detect issues faster, assess infrastructure health, and proactively plan capacity upgrades in line with traffic growth.

“With Riverbed, we have unified our IT monitoring, gaining comprehensive visibility across hybrid environments. As a result, we have cut incident resolution times from hours to under 15 minutes.”

Moath AlMogbel,
IT Operations & Service Delivery Executive Manager, Zain Jordan

Riverbed AppResponse provided Zain Jordan with a packet-level visibility into network and application-layer traffic, making root-cause analysis in the data center significantly faster and more accurate. Riverbed Portal unified all observability data in one place, enabling customizable dashboards across infrastructure, network, and application domains. This ensured real-time awareness, faster resolution, and effective collaboration across teams.

“Our teams immediately saw the difference. The unified dashboard, real-time data, and ability to share insights meant we became more proactive and aligned,” says Moath AlMogbel.



Benefits: Fast Response and Visibility Across the Enterprise

Riverbed NetIM plays a pivotal role by offering infrastructure-aware observability, real-time network mapping, automated performance baselining, and proactive capacity planning – all critical for keeping up with the demands of a growing, distributed environment.

Teams now operate from a shared view of infrastructure, application, and network health, enabling faster root-cause analysis and smarter decision-making. Whether responding to dips in performance, identifying configuration drift, or supporting cross-domain collaboration, Riverbed ensures every team has the insights they need,

when they need them. This has not only made significant improvements to productivity, but it has also boosted morale.

“With Riverbed, we have unified our IT monitoring, gaining comprehensive visibility across hybrid environments. As a result, we have cut incident resolution times from hours to under 15 minutes,” explains Moath AlMogbel.

He concludes, “Zain Jordan’s partnership with Riverbed underscores our commitment to enabling smart, efficient IT across the business. With Riverbed, we’re not just monitoring performance; we’re building a smarter, more responsive enterprise.”

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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.