

5 Ways to Improve Digital Employee Experience with Aternity Mobile

EBOOK



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Introduction

In today's hyper-connected world, mobile devices are no longer a convenience—they're the lifeline of the modern workforce. But as businesses increasingly rely on a diverse range of corporate-owned mobile devices—including smartphones, rugged devices, kiosks, and POS systems—IT teams face mounting challenges in ensuring performance, security, and reliability. Existing solutions fall short: Enterprise Mobility Management tools lack end user experience, real-time performance visibility, agent-based DEX solutions can't fully monitor iOS, ChromeOS, or Android devices, and mobile SDKs only cover native apps owned by the organization. This leaves IT teams without the tools to proactively identify and resolve issues affecting their workforce's digital experience.

Aternity Mobile Experience provides comprehensive visibility into app and device performance, empowering IT with prescriptive, targeted actions that enhance employee productivity, customer service, and business outcomes. This eBook outlines five actionable strategies for IT leaders to leverage Aternity Mobile and optimize workforce mobility.



1. Enhance Workforce Efficiency

Employees across industries—retail, healthcare, logistics, and more—require instant access to business-critical applications and data to remain productive. Whether they are managing inventory in a warehouse, assisting customers in-store, or supporting remote work, any delays or disruptions in mobile device performance can significantly impact business outcomes.

Aternity Mobile enables IT teams to monitor device and network performance, ensuring that employees can quickly retrieve information and use essential applications without interruptions. With real-time visibility into all company-owned mobile devices, IT can track performance metrics across multiple vendors and operating systems, ensuring consistent device reliability and reducing downtime.

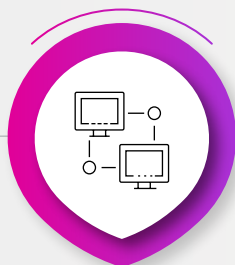


KEY BENEFITS:

Ensure seamless access to business-critical applications across all industries



Improve overall workforce productivity with targeted performance insights



Reduce IT-related slowdowns and interruptions



2. Proactively Identify and Resolve IT Issues

IT teams cannot afford to be reactive when it comes to mobile performance issues. App crashes, network connectivity issues, and slow system performance lead to employee frustration, lost productivity, and increased support tickets.

Aternity Mobile monitors over **150 performance metrics**, including device health, app usage, battery life, and network performance. This allows IT teams to proactively detect potential issues and take **targeted, prescriptive actions** before they disrupt employees. By identifying declining battery health or signal strength drops, IT can implement proactive resolutions before they escalate into business-critical disruptions.

Additionally, IT teams can engage employees through bi-directional communication, providing real-time alerts, outage updates, and personalized performance tips to enhance their mobile experience.

KEY BENEFITS:

Proactively detect and resolve IT issues before they escalate



Reduce downtime and increase employee satisfaction with proactive insights



Improve IT responsiveness through automated alerts and contextual notifications



3. Manage and Reduce IT Costs

Managing a large fleet of mobile devices across an organization can be costly and inefficient without data-driven insights. Many IT teams resort to cyclical hardware refreshes without fully understanding which devices actually need replacements.

Aternity Mobile provides comprehensive **real-time visibility** into device performance, helping IT teams **optimize maintenance and reduce unnecessary hardware refreshes**. By leveraging **actual performance data** rather than arbitrary refresh cycles, organizations can lower IT costs while ensuring that employees always have the tools they need to stay productive.

KEY BENEFITS:



Reduce unnecessary device refresh costs with performance-driven insights



Optimize IT budgets by identifying which devices actually require updates



Improve cost efficiency by extending device lifecycle through proactive maintenance

4. Detect Mobile Device Security Vulnerabilities

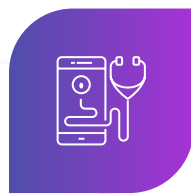
Security risks—including unauthorized app usage, malware, and phishing attempts—can go unnoticed without full visibility into mobile activity. IT teams must ensure that all mobile devices comply with security policies and protect company and customer data from cyber threats.

Aternity Mobile helps IT teams monitor **actual app traffic** on devices to detect potential security threats in real-time. With visibility into **unauthorized access, abnormal network activity, and potential malware**, IT can respond swiftly to emerging threats and prevent data breaches. As part of Riverbed's AIOps for Observability Platform, Aternity delivers **enhanced security insights** while maintaining optimal performance across all mobile devices.



KEY BENEFITS:

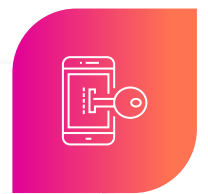
Enhance security monitoring and threat detection across all mobile devices



Identify unauthorized access and abnormal activity before it becomes a threat



Improve compliance with security policies and industry regulations




5. Optimize IT Staff Workload with AI Automation


IT teams are often overwhelmed with alerts, support tickets, and troubleshooting tasks, making it difficult to focus on strategic initiatives. Managing mobile device performance across a large workforce requires automation and intelligent insights to prioritize critical issues.

Aternity Mobile leverages **AI-driven automation** to remediate common IT issues, reducing the burden on IT staff. By providing a **unified view of digital experiences across all mobile devices**, IT teams can **swiftly identify and resolve** problems before they impact employee productivity.

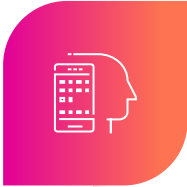
KEY BENEFITS:



Automate issue resolution to reduce manual IT workload and troubleshooting time



Enable IT teams to focus on strategic business initiatives rather than reactive support



Improve efficiency through AI-driven insights and intelligent automation



Conclusion

Aternity Mobile Experience offers IT leaders a powerful, **AI-driven** solution to enhance digital employee experiences and optimize mobile device performance. By implementing these five strategies, organizations can **improve workforce efficiency, reduce IT costs, enhance security, and streamline IT operations**. With **real-time visibility and automation**, IT teams can ensure that employees remain productive and businesses continue to thrive in the digital age.

As part of **Riverbed's AIOps for Observability Platform**, Aternity uniquely delivers a **unified view of the digital experience** across **laptops, PCs, virtual environments, and mobile devices**—ensuring seamless operations and optimized workforce mobility.

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About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users' 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 improve 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.

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