

riverbed®

EBOOK

Our Customer Voices

How Riverbed is driving transformation across every industry



Introduction

Worldwide, Industry-Wide Success Stories

A click today is everything. Whether it's in the office, at home or anywhere else, and at any time of the day or night, that action comes with intent and expectation – of a flawless digital experience. These experiences are the heartbeat of the fierce and competitive digital-first world we live and work in.

At Riverbed, we pride ourselves on meeting and exceeding these relentless expectations for organizations worldwide, across every industry.

We've compiled this collection of customer success stories so you can further explore and understand our Observability and Acceleration solutions, the transformation they drive for businesses like yours, and the results they could empower you to achieve.

We hope you find these stories insightful and inspiring, and look forward to working with you soon.



RIVERBED FAST FACTS:

Founded in

2002

Recognized as a leader in
Gartner Magic Quadrant

x18

6 million+
end-points

Thousands of active
customers including

95%

of Fortune 100

Operating in

88

countries

325+

technology patents



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Artelia

International engineering and project management company transforms user experience and cyber security with Riverbed solutions.



Company:
Artelia

Headquarters:
France

Featured Solutions:

- Riverbed Aternity
- Riverbed NetProfiler
- Riverbed Flow Gateway
- Riverbed Portal



Visibility across networks, applications and end-users



Mean Time to Identify (MTTI) cyberattacks reduced



Better user experience even when WFH



Ability to make informed decisions

“Having such a strong partnership with Riverbed to support and reassure our customers their data is safe and the service is available 24/7 is mission-critical for us.”

Antoine Labrosse
Chief Digital Officer at Artelia

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[Watch video](#)



Ingérop

French engineering company improves employee productivity, reduces network traffic by 50% and achieves a cost saving in bandwidth annually.



Company:
Ingérop

Headquarters:
France

Featured Solutions:
• Riverbed NetProfiler
• Riverbed SteelHead
• Riverbed Client Accelerator



Cost saving of €200,000 in network bandwidth per year



10–15% improvement in employee productivity



50% reduction in network traffic



Service desk availability rate of 100%

“Our employees are happier because there are fewer issues with the network. The level of service quality which Riverbed provides is second to none.”

Cyril Broussard
Infrastructure and IT Security Manager at Ingérop

[Read full case study](#)



EDF in the UK

Riverbed Powers EDF's Enterprise-Wide Digital Experience Strategy.

Company:
EDF in the UK

Headquarters:
UK

Featured Solutions:
• Riverbed Aternity



Full visibility over applications and networks



Fast and accurate issue resolution, reducing manual effort and increasing productivity



Enhanced stability and performance resulting in an exceptional digital experience



“Since adopting the Digital Experience Index and integrating it into our Customer 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.”

Craig Stephens
Aternity Product Owner, EDF

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[Watch video](#)



Global Credit Union

Global Credit Union leverages Riverbed solutions, gaining visibility and actionable insights to deliver high-quality employee and member experiences.



Company:
Global Credit Union

Headquarters:
USA

Featured Solutions:

- Riverbed AppResponse
- Riverbed NetProfiler
- Riverbed NetIM
- Riverbed Aternity
- Riverbed NPM+

150+ Incidents reduced monthly



72 locations supported through oversight of critical applications



Visibility of entire environment



Locations where critical applications can be overseen



Pinpoint where SLAs are not being met by other vendors

“Riverbed’s solutions have given us the ability to provide a stable, high performing environment for our users, which translates to high quality experiences for hundreds of thousands of members.”

Doug Horner
Senior Vice President of IM Operations at Global Credit Union

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[Watch video](#)



Halkbank

Turkish bank delivers exponential digital banking growth and improves digital experience for users with Riverbed Network Observability.



Company:
Halkbank

Headquarters:
Türkiye

Featured Solutions:

- Riverbed AppResponse
- Riverbed Portal
- Riverbed APM

40+ Business-critical applications monitored



Increases network availability despite 1.5x more traffic



Faster, more efficient problem diagnosis and issue resolution

“Thanks to Riverbed, they have helped to increase our availability dramatically on our mobile platform over the past two years, despite an increase in the volume of traffic.”

Namık Kemal Uçkan
Head of IT Operations at Halkbank

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Arab National Bank

Enhanced network monitoring, improved visibility, and seamless troubleshooting during a major core banking system migration.



Company:
Arab National Bank

Headquarters:
Kingdom of Saudi Arabia

- Featured Solutions:
- Riverbed AppResponse
 - Riverbed NetProfiler
 - Riverbed Portal
 - Riverbed NetIM



Ability to pinpoint and troubleshoot network issues



Proactive monitoring of IT infrastructure leading to seamless customer experiences



Improved backend visibility during platform upgrade



Smooth migration aligning with business objectives

“Troubleshooting used to be a time-consuming process but now we’re far more productive. I expect our partnership with Riverbed will grow further in the future, as we take them on our journey with us.”

Alaa Eljabari
Head of IT Telecoms in the Network Department, Arab National Bank

[Read full case study](#)



Richmond and Wandsworth Councils

Two local UK councils improve network application performance and employee experience across social care departments in a complex hybrid working environment.



Company:
Richmond and
Wandsworth Councils

Headquarters:
UK

Featured Solutions:
• Riverbed Aternity



Maintaining
employee productivity



Ability to estimate financial
risk of application issues



Holding software
vendors accountable

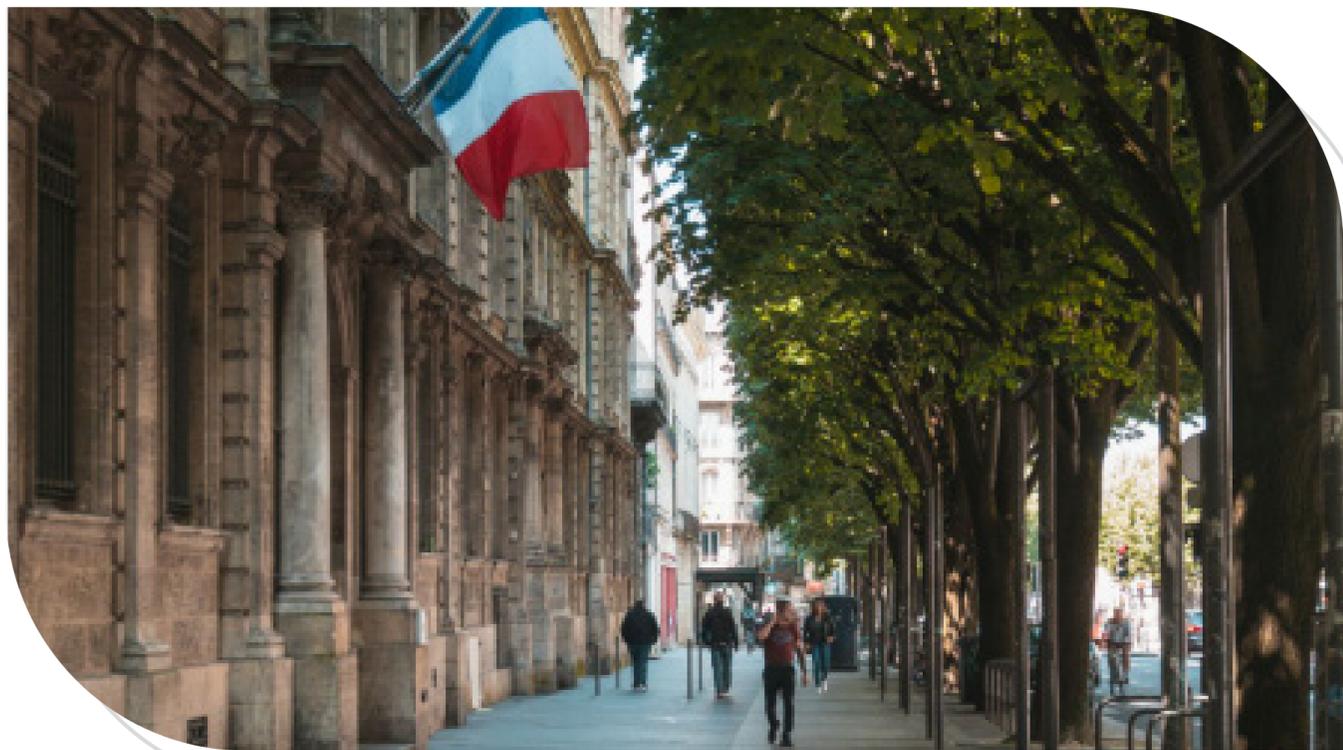
“By providing insight into our IT estate, Riverbed Aternity will help us to reduce our asset costs and help with our sustainability agenda.”

James Petersen
Applications Manager at Richmond and Wandsworth Councils

[Read full case study](#)

Ministère de l'Intérieur

French state authority enhances network infrastructure and operational efficiency with Riverbed solutions.



Company:
Ministère de l'Intérieur

Headquarters:
France

Featured Solutions:
• Riverbed AppResponse
• Riverbed NetProfiler
• Riverbed Portal

30% Improvement in incident response times

25% Decrease in network downtime



Strengthened network security and resilience

“We have experienced a significant improvement in incident response times which helps to limit network downtime.”

Mustapha Bdiri
Head of the Network Office, Ministère de l'Intérieur

[Read full case study](#)



Princess Alexandra Hospital NHS Trust

UK based NHS Trust boosts productivity for clinical staff whilst maintaining a high level of patient care and saving costs.



Company:
Princess Alexandra Hospital NHS Trust
Headquarters:
UK

Featured Solutions:
• Riverbed Aternity

Up to **3M** Saved in IT costs over 5 years

99% Reduction in SLA breaches

700 Hours saved per quarter of unresponsive blue screens

“Over a 5-year period we will save around £2.5 million to £3 million in terms of total IT costs using Riverbed Aternity. This is fantastic as the funds can be spent on other vital improvements for patient care.”

Jeffrey Wood
Deputy Director of ICT at Princess Alexandra Hospital NHS Trust

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[Watch video](#)



Kent Community Health NHS Foundation Trust

UK-based NHS Trust deploys Riverbed Aternity to enhance their digital experience and improve patient pathways.



Company:
Kent Community Health
NHS Foundation Trust

Headquarters:
UK

Featured Solutions:
• Riverbed Aternity

42% Reduction in asset refreshes



Supporting sustainability goals & lowering costs

99% Reduction in number of specific blue screens

“Aternity showed us we wouldn’t need to replace 42% of our 1784 devices aged 5 years or older. This has meant that we have already returned our investment in Aternity.”

Darren Spinks
Head of IT Operations at Kent Community Health NHS Foundation Trust

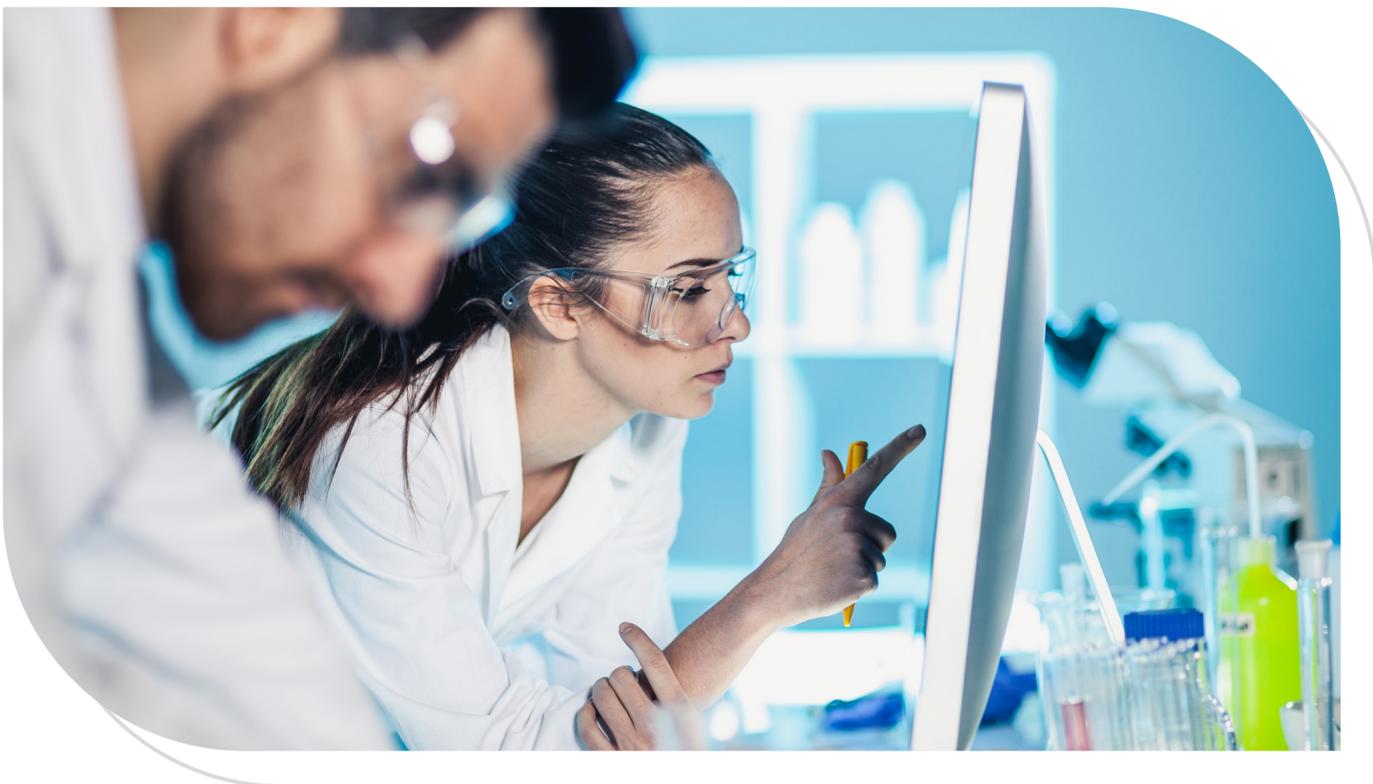
[Read full case study](#)





Dow

Dow, a leading chemical company, faced a critical challenge in ensuring the reliable performance of its IT devices, which are crucial for managing large volumes of product shipments and tracking on tight timelines.



Company:
Dow

Headquarters:
USA

Featured Solutions:
• Riverbed Aternity



Reduction in system crashes by **50%**



Preemptive issue resolution, enhancing employee productivity by **16%**



Optimization of digital journey and experience for end-users

“We’ve reduced our system crashes by 50%. We’ve been able to reduce boot up times by 16%.”

Chris Anderson
Director of CIO Services, Dow

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Keysight Technologies

Electronics manufacturing firm leverages Riverbed Observability solutions to gain network visibility and enable faster troubleshooting and better performance.



Company:
Keysight Technologies

Headquarters:
USA

Featured Solutions:
• Riverbed AppResponse
• Riverbed NetProfiler



Ability to zoom into specific problematic sites



Early warning of increased consumption



Improved disaster recovery strategy with faster backups

“Today we’ve incorporated AppResponse throughout our system. It enables us to proactively identify and resolve potential issues before any tickets are raised, resulting in near-zero tickets.”

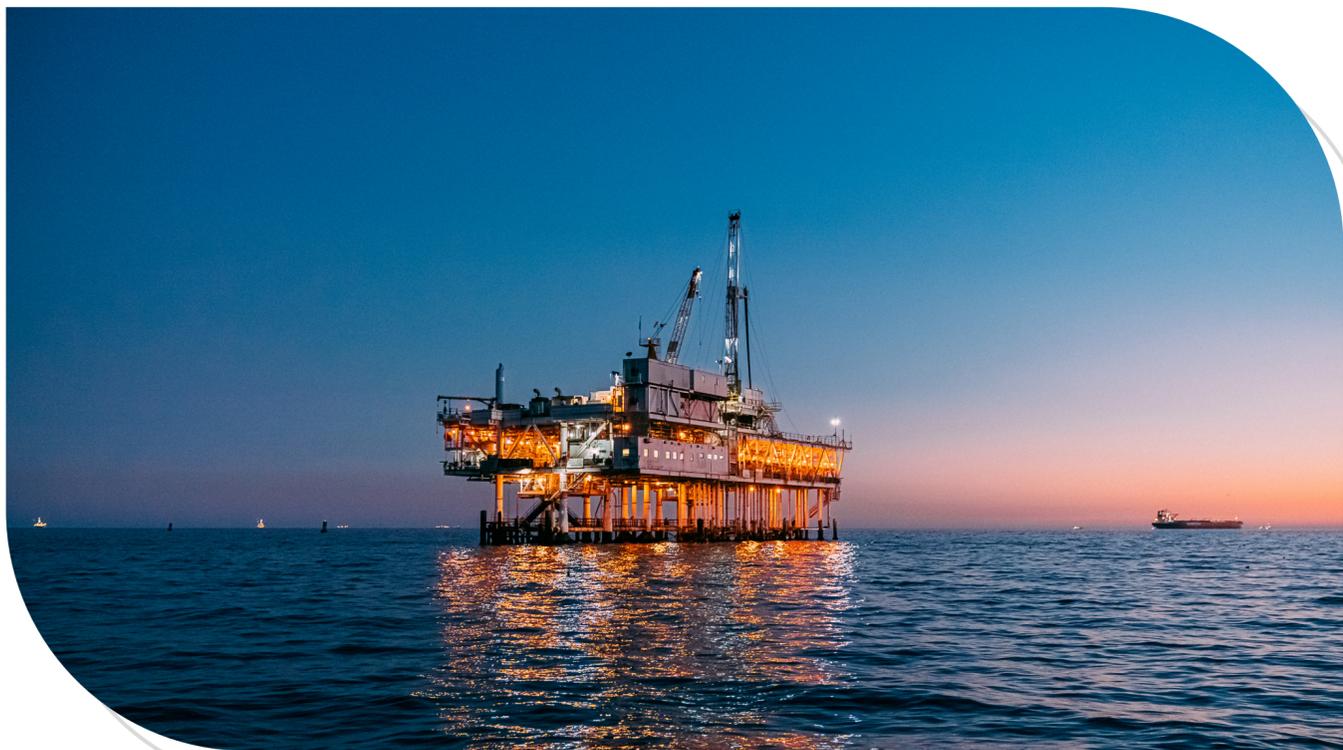
Ray Schumacher
Network Architect at Keysight Technologies

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Shelf Drilling

Shelf Drilling improves user experience and boosts operational efficiency across remote locations with Riverbed.



Company:
Shelf Drilling

Headquarters:
UAE

Featured Solutions:
• Riverbed SaaS Accelerator
• Riverbed SteelHead

50% Compression rate on 1.2 terabytes of email data



Access applications faster, due to less latency

67% Average rate per month traffic optimization



Enabling a first-class customer experience

“Riverbed makes it much easier to manage, so we can continue generating revenue and provide a first-class experience to our customers.”

Mohammed Al Baqari
Network and Information Security Manager at Shelf Drilling

[Read full case study](#)



SVD Büromanagement GmbH

SVD Büromanagement GmbH improves visibility into applications, networks and systems transforming customer experience with Riverbed.



Company:
SVD Büromanagement GmbH

Headquarters:
Austria

Featured Solutions:
• Riverbed AppResponse
• Riverbed Portal
• Riverbed APM



Ability to measure and diagnose service quality



Ability to trace transactions to find inefficiencies



A single viewpoint providing complete end-to-end visibility

“Riverbed AppResponse gives us a single viewpoint from which we have complete end-to-end visibility. We’re able to monitor the application stack, network, systems and the user experience delivered in real-time.”

Markus Tacho
Head of IT Operations at SVD Büromanagement GmbH

[Read full case study](#)



Future Publishing

Future Publishing Boosts Efficiency and Enhances Digital Employee Experience with Riverbed Aternity.

Company:
Future Publishing

Headquarters:
UK

Featured Solutions:
• Riverbed Aternity



Providing an optimal digital experience



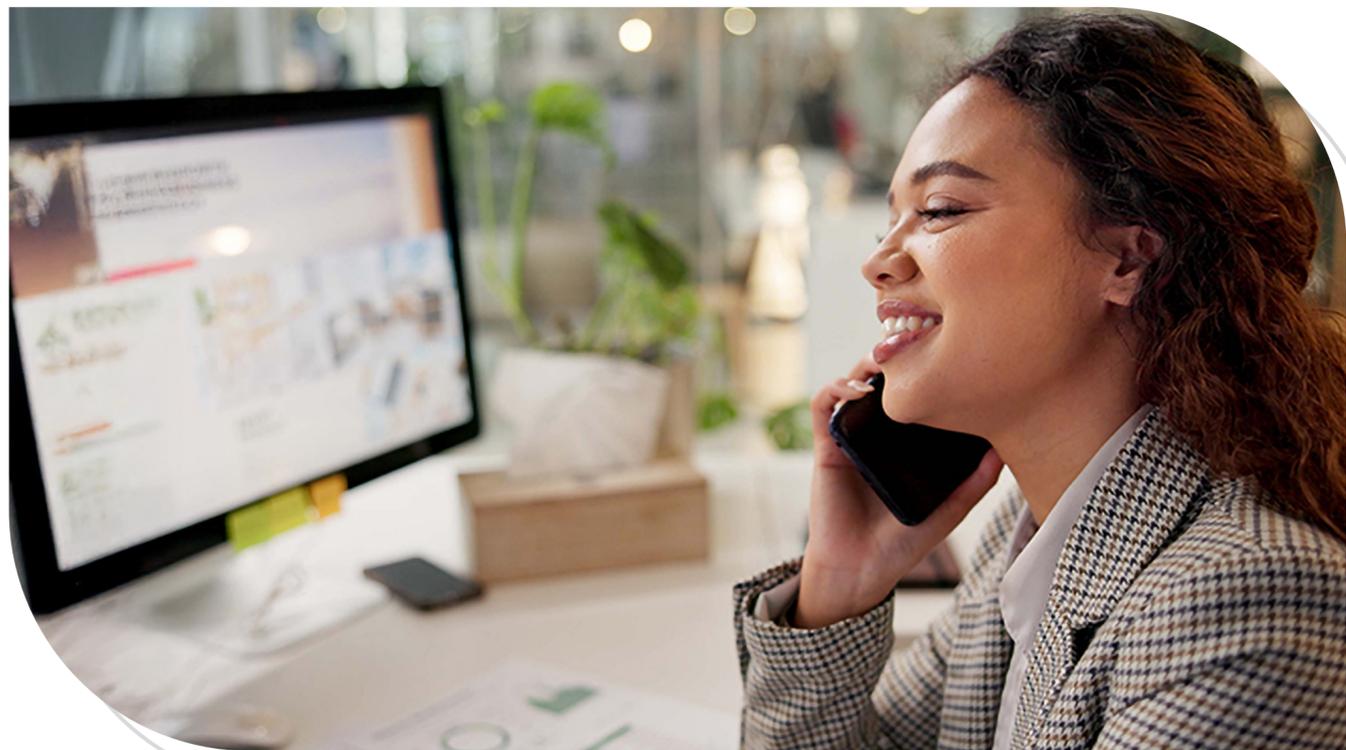
Ability to identify, prevent and resolve a range of IT issues



Ability to hold software vendors to account



Improved Digital Experience Index (DXI) scores



“Month on month we’re seeing the Digital Experience Index (DXI) Score improve. It’s providing a quantitative measure of improvements and helping to reduce the impact on customers.”

Nathan James
Director of IT Services, Future Publishing

[Read full case study](#)



Intel

With Intel’s engineering expertise and Riverbed’s Aternity solution working together, IT teams gain the only truly complete view of the digital experience for businesses, employees and customers.



Company:
Intel

Headquarters:
USA

Featured Solutions:
• Riverbed Aternity

160k Devices using Riverbed Aternity



Ability to drill down to a device to troubleshoot



High employee satisfaction

“These deep insights, made possible by Aternity data, pave the way for more uptime, productivity, and cost savings. Aternity also helps our IT teams resolve issues predictively and proactively, ultimately leading to increased employee happiness.”

Julian Braham
Principal Engineer at Intel

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[Watch video](#)



Tietoevry

Tietoevry ensures seamless transformation through Kanari DEX service powered by Riverbed Aternity.

Company:
Tietoevry

Headquarters:
Finland

Featured Solutions:
• Riverbed Aternity



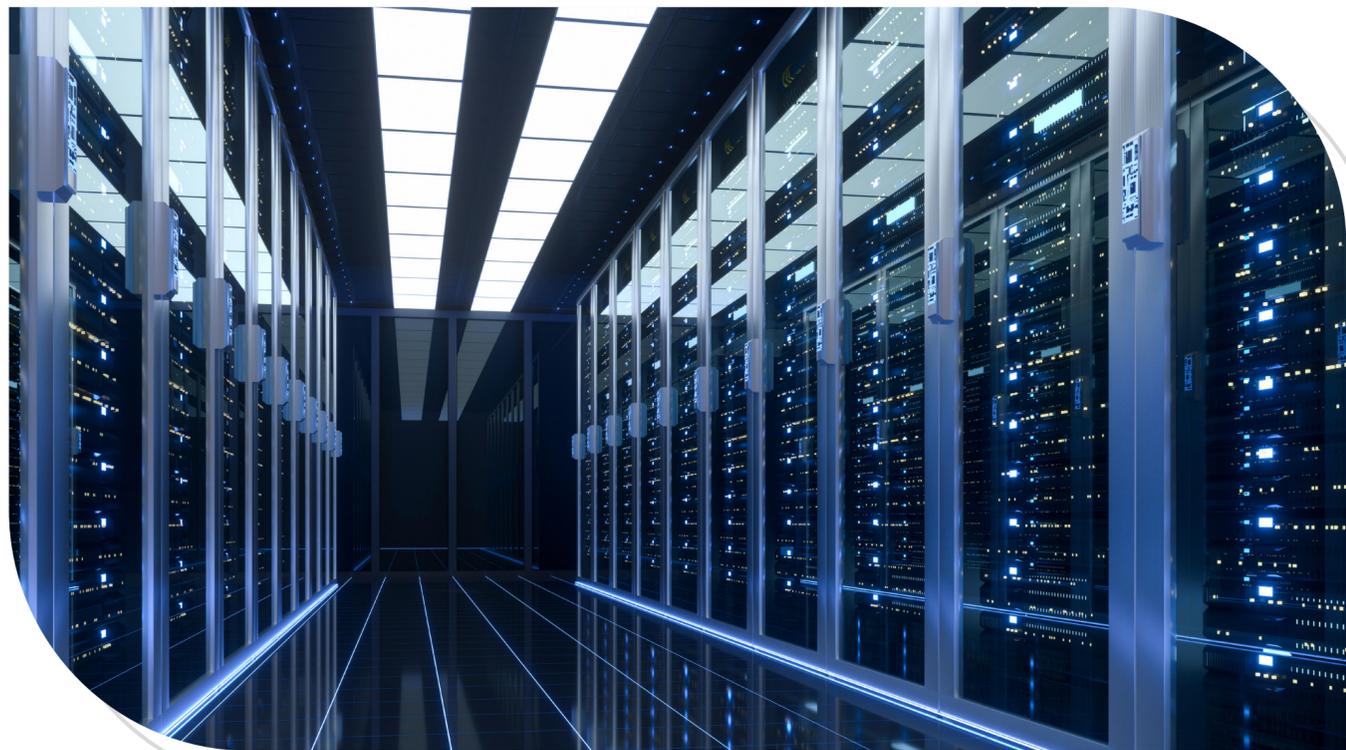
20,000
devices migrated



Decreased migration
time by 9 months



Reduced employee downtime,
whilst maintaining a positive
user experience



“Aternity has reduced downtime, ensured productivity, increased our security posture, and ultimately helped us to maintain a positive end user experience.”

Magnus Mühlenbock
Head of Core IT at Tietoevry

[Read full case study](#)



Zain Jordan

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

Company:
Zain Jordan

Headquarters:
Jordan

Featured Solutions:

- Riverbed NetIM
- Riverbed AppResponse
- Riverbed Portal

360° Full-stack observability



Major reduction in incident response time



Custom dashboards for cross-team collaboration



Reduced operational costs



“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

[Read full case study](#)

Turkcell Global Bilgi

Turkcell Global Bilgi Boosts Enterprise Service Efficiency with Riverbed AppResponse.



Company:
Turkcell Global Bilgi

Headquarters:
Turkey

Featured Solutions:
• Riverbed AppResponse



Reduced mean time to resolution (MTTR) for improved customer satisfaction



Removed duplicate DNS records to improve network responsiveness and **reduce latency**



Improved agent efficiency and user experience



Data insights support leadership and growth

“Our partnership with Riverbed demonstrates how observability empowers large-scale service organizations such as ours to deliver reliable, data-driven performance.”

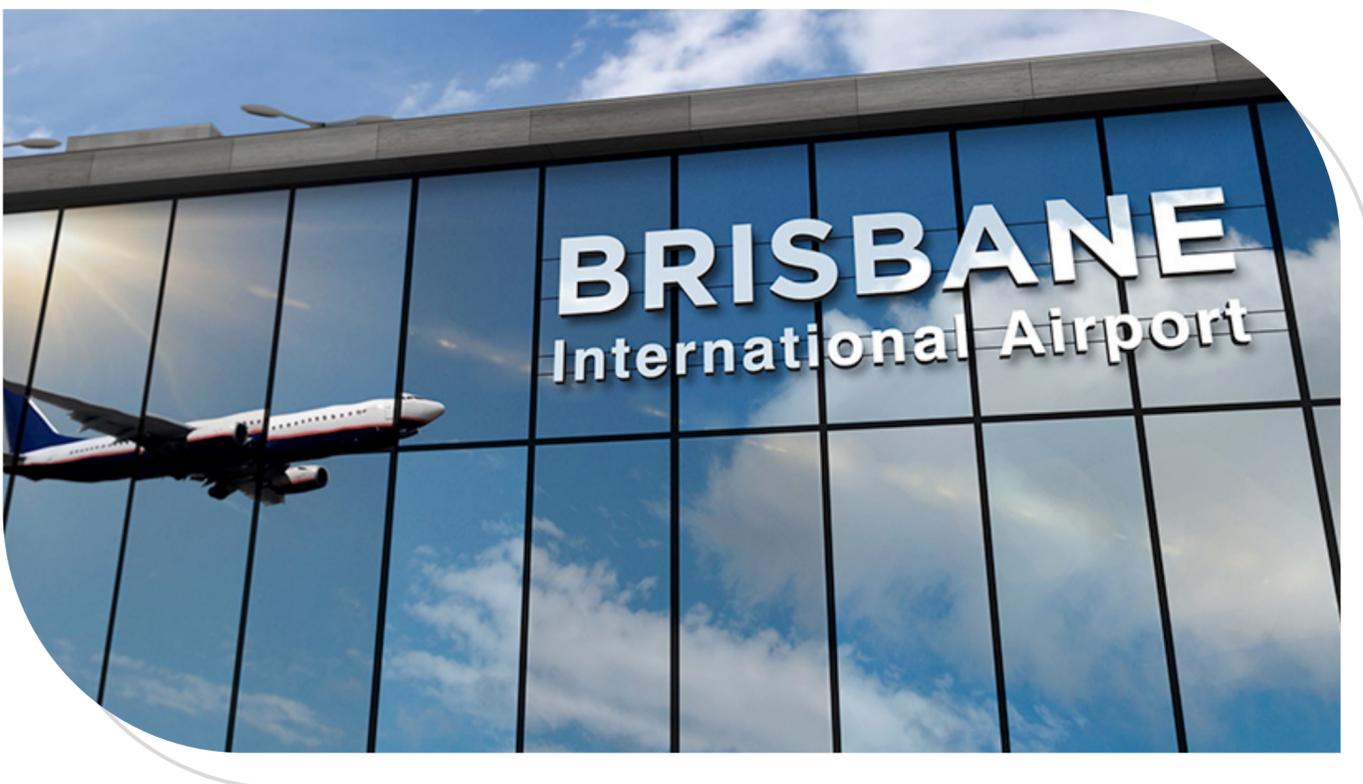
Muharrem Bozkuş
Head of IT Infrastructure & Operations at Turkcell Global Bilgi

[Read full case study](#)



Brisbane Airport

Brisbane Airport Corporation transforms their approach to managing digital experiences and technology sustainability by implementing Aternity.



Company:
Brisbane Airport Corporation

Headquarters:
Australia

Featured Solutions:

- Riverbed Aternity
- Riverbed IQ Ops



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

“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

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[Watch video](#)



Introducing the Riverbed Platform: Unified Observability and Application Acceleration

Riverbed is helping organizations globally improve user experiences and IT operations. With extensive experience in data collection and AI and Machine Learning, Riverbed's AI is safe, secure and accurate, and supports AIOps and digital experience efforts.

The Riverbed Platform provides open full-stack observability (using real data), enabling customers to optimize digital experiences by using AI to prevent, identify, and resolve IT issues. The Riverbed Platform consists of leading Unified Observability and Acceleration solutions.

Unified Observability:

Riverbed collects the broadest range of telemetry across the modern IT landscape, with observability spanning: [networks](#), [infrastructure](#), [digital experience](#), devices, [apps](#), and with [NPM+](#) and [Aternity Mobile](#), visibility into blinds spots including Zero Trust architectures, public cloud, remote work and enterprise-owned mobile devices. Riverbed's SaaS-based observability solutions are available on the [Riverbed Unified Agent](#). [Riverbed IQ](#), an AIOps solution, utilizes AI-driven correlation and automation to rapidly identify and remediate issues fast, including without human intervention.

Application Acceleration:

Riverbed Acceleration solutions provide fast, agile, secure acceleration of any app, over any network, to users anywhere. With Riverbed Acceleration solutions, customers can take action based on insights from the observability tools, and can move data faster across networks for better AI outcomes.

Riverbed Acceleration solutions include: [Riverbed SteelHead and SteelHead Virtual](#), [SteelHead Cloud](#), [SteelHead Mobile](#), [SteelHead RS](#) and [SteelHead SAAS](#)



Want to know more?
Read the full case studies online.

[Read more](#)

To receive a demo or find out more information,
please visit www.riverbed.com/contact-us



[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. Learn more at riverbed.com.

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