Riverbed Aternity

360°

Digital Experience

Smarter Support Starts Here

A Service Desk Leader's Guide to 360° Digital Experience

riverbed®

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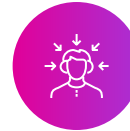# Introduction – The Evolving Role of the Service Desk

Service desks have always been the heartbeat of IT. You're the first to hear about issues. The first to respond. Often, the first to be blamed, even when the root cause lies elsewhere.

But expectations have changed. Today, you're not just resolving tickets. You're expected to deliver fast, personalized support across a growing set of devices, apps, and environments and to do it all while reducing costs, avoiding burnout, and improving user experience and satisfaction.

That's a lot. And most teams are doing it without the context or tools they really need.

When Every Day Feels Like Firefighting

Most service desk teams operate in a reactive world.

Tickets come in, the clock starts, and without full visibility, you're left troubleshooting in the dark, moving from system to system, asking users to repeat themselves, or escalating without resolution.

It's exhausting. And it's not your fault.

The issue isn't effort, it's fragmentation. When data is scattered across tools, and insight arrives after the fact, it's impossible to fix things fast, let alone prevent them from happening again.

But it doesn't have to be this way.

What's Missing Isn't More Alerts, It's Context

You probably have no shortage of alerts. But alerts alone can't tell you what actually happened, how it impacted the user, or what to do about it.

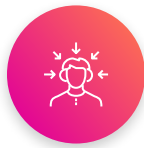## What you need is *context* —the full story behind the issue:

What the user was doing at the time of the issue

How the app and device responded

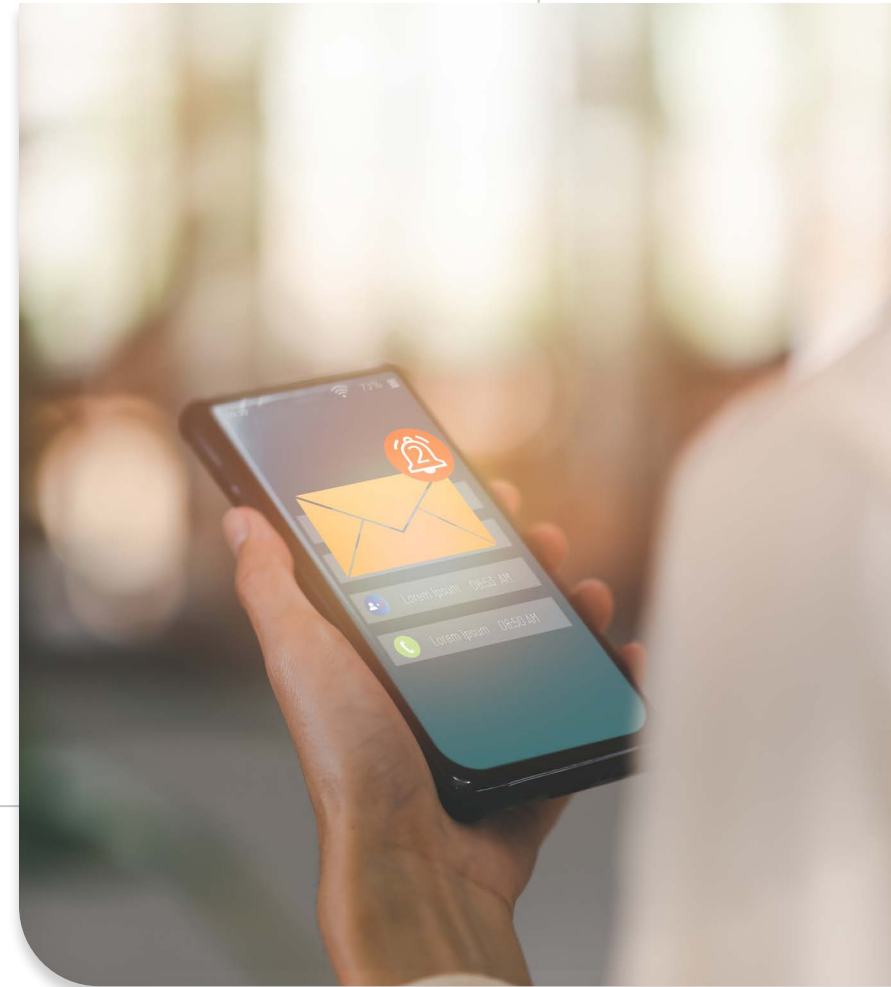**Where the problem originated:** app, device, network, or backend

If other users, locations, or apps are also affected

Whether this has happened before and how it was resolved

That context doesn't just help you fix problems. It helps you fix them faster, avoid escalations, and give users an experience that feels responsive and human.

360° Digital Experience: A New Model for Support

Riverbed's 360° Digital Experience redefines what it means to manage digital employee experience. It's more than just monitoring app uptime or device health — it's about seeing, understanding, and improving the full experience of digital work. That means unifying technical telemetry, including users, apps, devices, and network data, with human context like workflow friction, user sentiment, and real interaction data to create a complete, end-to-end picture of how work gets done — and where it breaks down. It means understanding not just that something went wrong, but why to enable IT to act on it quickly, often before the user even calls.

Unlike traditional DEX tools, Riverbed Aternity captures the entire experience: what the user was doing, how the system responded, whether others are affected, and how it all impacts productivity. With features like session replay, real-user and synthetic monitoring, sentiment feedback, DXI scoring, and self-healing automation, Aternity empowers IT to shift from reactive firefighting to proactive experience management — delivering faster resolutions, better business outcomes, and a digital workplace that truly works for employees.

This shift transforms the service desk from a reactive cost center into a proactive partner for the business. And it starts with 360° visibility.

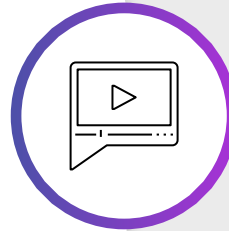# From Reaction to Prevention: What's Possible with Visibility

With real-time experience insights and intelligent automation, the service desk becomes the team that doesn't just resolve, it anticipates.

You can:

Detect issues early, before tickets are raised

Use session replay to see exactly what happened

Reduce MTTR with clear, actionable root cause analysis

Automate common fixes with built-in runbooks

Enrich tickets with user context to prevent back-and-forth

This is all about removing obstacles so your service desk team can do what it does best: solve problems and support people.

Aternity in Action: Designed for the Way Support Teams Work

Riverbed Aternity puts the right data into the hands of the people who need it in real time, with the tools and automation to act on it.

You'll gain:

A unified view of every user's digital experience, including mobile and VDI users

Session-level visibility without extra setup

Intelligent alerting that prioritizes what matters

**Self-healing automation to handle common issues**

**Sentiment insights to close the loop on support**

You don't have to change the way your team works. Aternity just helps you work *smarter*, with the information and automation to support more users, faster without the burnout.

Your Next Step Toward Smarter Support

Your team already goes above and beyond to keep things running. Now it's time to give them the tools to see further, fix faster, and feel more in control of their day.
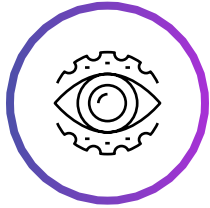
With Aternity, you'll stop firefighting and start preventing.
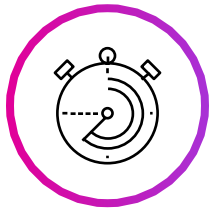
You'll reduce tickets, cut resolution time, and give employees an experience that feels *supported* not just technically fixed.

Let's take the pressure off your people, and start creating the kind of IT support that works for everyone.

BOOK A DEMO TO SEE HOW RIVERBED ATERNITY TRANSFORMS THE SERVICE DESK WITH 360° DIGITAL EXPERIENCE.

360°

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Riverbed — Empower the Experience

Riverbed is the only company with the collective richness of telemetry from network to app to end user that illuminates and then accelerates every interaction so that users get the flawless digital experience they expect across the entire digital ecosystem. Riverbed provides two industry-leading solutions: the Riverbed Unified Observability portfolio, which integrates data, insights, and actions across IT to enable customers to deliver seamless digital experiences; and Riverbed Acceleration, which offers fast, agile, and secure acceleration of any application over any network to users, whether they are mobile, remote, or on-premises. Together with our thousands of partners, and market-leading customers across the world, we empower every click, every digital experience. Learn more at riverbed.com.