

EBOOK

Aternity Experience Platform Design Blueprint

Redefining the Future of
Digital Employee Experience

riverbed®

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The Problem with DEX Today

Digital Employee Experience was never meant to be a device problem. It's a system problem.

Digital Employee Experience (DEX) traces its origins back to the widespread adoption of personal computers in the 1980s. As organizations began equipping employees with PCs, a new challenge emerged: how to ensure those systems were reliable, performant, and actually helped people get their work done.

IT teams stepped in to support employees, resolve issues, and make sure technology enabled productivity, not slowed it down. Over time, this evolved into what we now call DEX—the ability to understand and improve how employees experience technology. At its core, the goal hasn't changed:

Ensure employees can do their work without disruption and fully adopt the technology and applications provided to them.

But the way DEX solutions were built introduced a limitation. Most platforms were designed with a narrow focus on the endpoint, collecting telemetry from devices, tracking performance, and surfacing issues after they occur. That gives you visibility, but only within a confined domain. Most DEX platforms start and end at the endpoint. But the experience does not.

To truly understand the employee experience, visibility has to extend beyond the endpoint, across the entire ecosystem, end-to-end.

Over time, vendors have tried to expand into application and network insights. But in most cases, those insights are still inferred from the endpoint, not directly observed across the system. They provide signals. But not full context.

And in today's environment, where applications are distributed, networks are dynamic, and infrastructure spans cloud and edge—that level of visibility just isn't enough.

At Riverbed, we've spent more than 25 years helping the world's largest enterprises understand how technology performs: across applications, networks, and infrastructure. We've led the markets that define digital experience. And through that experience, we've learned something fundamental: The employee experience doesn't live on the device.

Digital Employee Experience Was Never Meant to Be This Limited



Autonomous IT Operations

From Reactive IT to Autonomous Operations

As digital environments have grown more complex, the limits of traditional IT operations have become harder to ignore.

Issues are still detected after impact. Root cause analysis still takes time. Resolution still depends on people stitching together data across systems.

Even with better tools, IT is largely reactive.

To meet the expectations of today's workforce, that model has to change. Not by reacting faster. But by operating differently.

The Shift to Autonomous IT Operations

Autonomous IT operations represent a real shift. Systems must be able to:

- Detect issues as they emerge
- Understand what's happening across the environment
- Identify root cause automatically
- Take action before users are impacted

The Role of AI

AI plays a key role, but only if it's grounded in the right data. Without full context, AI can identify patterns. But it struggles to act with confidence.

Autonomous IT is only as effective as the data behind it.

More complete data leads to more accurate insights.
More accurate insights lead to more precise actions.

This is where Riverbed has a distinct advantage.

With visibility across the full ecosystem and a comprehensive data foundation, Aternity provides the precision required to power autonomous IT.

The Outcome: Zero Disruption

The goal isn't fewer tickets. It's fewer disruptions.

Zero disruption happens when detection, understanding, and action operate as one continuous system.

What Modern DEX Requires

DEX Must Be Built for Autonomous IT

If IT is going to operate autonomously, DEX has to be built differently. The traditional model, focused on the endpoint and limited data was never designed for this level of precision.

To support autonomous IT, DEX must provide:

- Visibility beyond the endpoint
- Complete, high-fidelity data
- Context across the ecosystem
- The ability to act, not just inform
- Simplicity at scale

To support autonomous IT, DEX must be built from the endpoint, across the ecosystem—end-to-end, done right.

A Different Approach to DEX

Designed to Redefine Digital Employee Experience

At Riverbed, we came at this from a different angle. For more than 25 years, we've been working in the systems that define how digital environments perform.

We're not new to these domains. We've helped shape them.
That gives us a unique advantage.

We're not stitching together a DEX solution.
We're bringing together the systems that already define the experience, designed to work as one.

**Aternity is not an extension of DEX.
It is the future of DEX.**

The Blueprint for Riverbed Aternity

A Platform Built to See, Understand, and Improve the Entire Experience

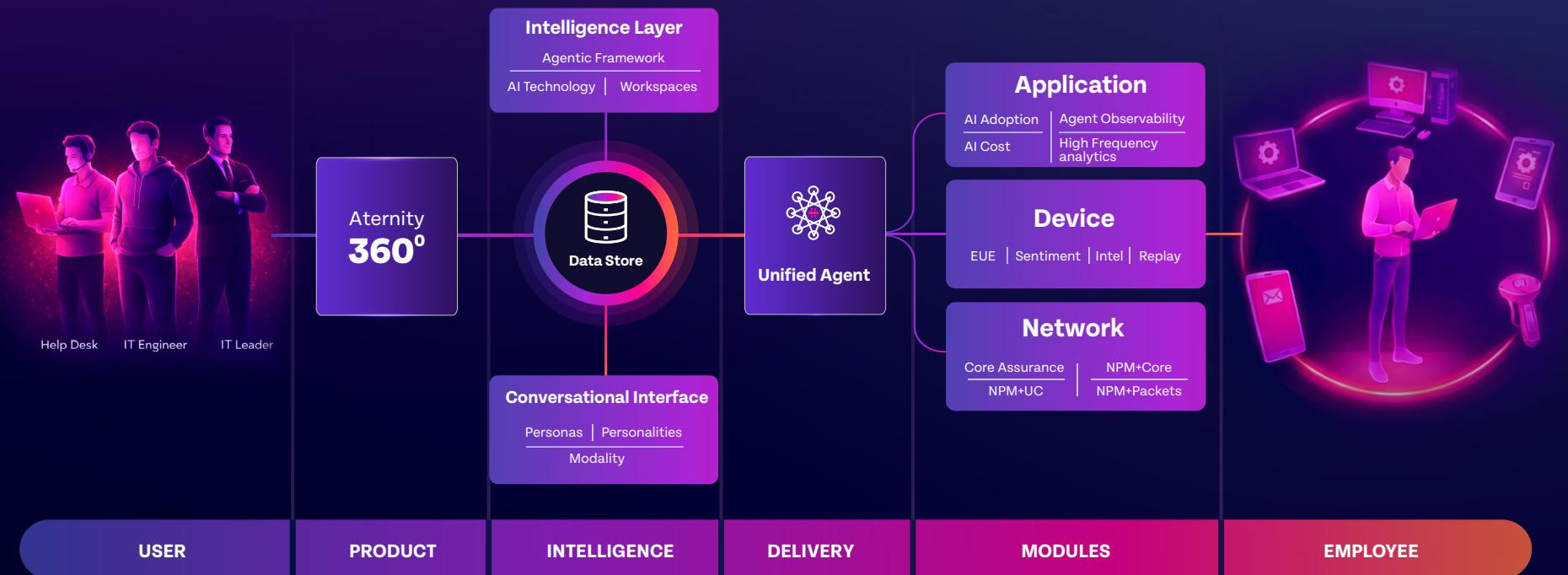
Aternity was designed with a simple principle: start at the endpoint, but never stop there.

Built from the endpoint and extended across the entire ecosystem, Aternity delivers visibility end-to-end, done right.

At its core, the platform is built to:

- See the full ecosystem
- Capture complete, real-time data
- Understand context across systems
- Act automatically
- Scale without complexity

That's the blueprint behind Aternity.



How the Aternity Blueprint Works

From Capability to Platform

Only Aternity brings these capabilities together, natively, in a single platform.

It is native capability built into the platform from the start. Delivered from the endpoint, across the entire ecosystem, end-to-end, done right.

Unified Through a Single Agent

Everything starts at the endpoint. Through a single Unified Agent, organizations gain:

- Device intelligence
- Application visibility
- Network awareness
- Experience monitoring
- Advanced capabilities such as Replay and synthetic testing

Instead of deploying multiple tools, you deploy once and expand from there.

This is how Aternity connects visibility, data, intelligence, and action into a unified system.

A Common Data Foundation

All of that data feeds into a shared foundation.

It is collected in real time. It is preserved at full fidelity. And it is connected across domains.

Because the data is complete and connected, it enables AI to operate with precision—turning understanding into action.

Intelligence That Drives Action

On top of that foundation sits a unified intelligence layer.

It Detects anomalies, Identifies root cause, Triggers remediation, and increasingly, it acts automatically.

Simple to Buy. Simple to Deploy

- One platform
- One model
- One part number
- Rapid deployment at enterprise scale

From Visibility to Prevention

The Outcome: Zero Disruption

When the right foundation is in place, the impact is immediate.

- Issues are detected earlier
- Root causes become clearer
- Resolution becomes faster and increasingly automated

Over time

- Fewer issues reach employees
- Performance becomes more consistent
- IT spends less time reacting
- Disruptions are prevented

Zero disruption is achieved through prevention, not response.

The New Standard for DEX

Digital Employee Experience was never meant to be confined to a single layer. It was meant to reflect how systems work together.

A new standard is required. DEX must be:



Complete in visibility



Contextual in understanding



Autonomous in operation

This is the new standard for Digital Employee Experience—and Aternity is built to deliver it.

The Results of the Aternity Strategy

What This Architecture Delivers



Full Ecosystem
Visibility



Accurate Experience
Insight



Faster Root Cause
Analysis



Simplified Operations



Scalable Automation

More complete data produces more precise outcomes.

This is already happening at scale—with hundreds of millions of automated actions executed across enterprise environments.

**Autonomous IT is only as effective as
the data behind it.**

The 20 Ways Aternity Delivers Value

Only Aternity Delivers These Capabilities

The Aternity platform is built differently and that difference shows up in what it delivers. These are not abstract benefits. They are concrete capabilities that enable IT to move from visibility... to understanding...to action.

Full Visibility

Aternity delivers native, end-to-end visibility across the entire ecosystem:

1. Native understanding of applications, devices, and networks
2. Real-time monitoring across all network environments
3. Proactive packet collection for deep analysis
4. One-second, high-frequency data capture across domains

Without this, IT operates with blind spots—forced to infer what’s happening instead of observing it directly.

Simplified Operations

Aternity reduces complexity by consolidating tools and unifying operations:

5. A unified platform that replaces multiple point solutions
6. A common agent that eliminates agent sprawl
7. Comprehensive mobile device experience visibility
8. Real-time diagnostics for unified communications and collaboration tools

Without this, complexity increases, slowing response and limiting scale.

Experience Insights

Aternity goes beyond metrics to show what employees actually experience:

- 9. Session replay across any application, at any time
- 10. True click-to-render measurement across all application types
- 11. Synthetic testing across the ecosystem to validate readiness
- 12. Deep device intelligence through hardware and system-level insights

Without this, IT sees performance data—but misses the actual user experience.

Application of AI

Aternity applies AI to deliver real, operational outcomes:

- 17. AI-driven workflows and automated remediation
- 18. Proven at scale across enterprise environments
- 19. Visibility into AI cost, usage, and performance
- 20. Observability for AI agents and autonomous operations

Without this, AI remains theoretical, unable to operate with the precision required for autonomous IT.

Open Platform

Aternity is built to integrate across modern enterprise environments:

- 13. Enterprise-grade security and compliance
- 14. Built-in data structure for all telemetry sources
- 15. Integration with existing tools and platforms
- 16. OpenTelemetry-aligned data model for enterprise data use

Without this, data remains fragmented, limiting its value across the organization.

These are not incremental improvements. They are what happens when DEX is built from the endpoint, across the ecosystem, end-to-end, done right.

Conclusion

Built by Design. Proven by Results

Digital Employee Experience requires more than visibility. It requires a platform designed to:



See everything



Understand context



Act automatically

**Better data. More precise AI.
That's how you deliver Zero Disruption.**

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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. Learn more at riverbed.com.

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