

EBOOK

Zero Disruption Operations with Aternity Replay

IT's Guide to Eliminating
Guesswork in **User Experience**

riverbed®

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The Experience Gap in IT Operations

Teams responsible for employee experience are not lacking data. They are lacking clarity. Metrics, logs, and traces are everywhere. Yet when the data fails to clearly identify the issue, the same question still slows everything down:

What actually happened?

The problem is no longer system visibility. It is experience visibility.

Dashboards are good at surfacing signals. They're not designed to show truth. Teams move across multiple tools, attempting to reconstruct events from fragmented data. In the process, resolution slows, alignment breaks down, and confidence drops.

There's another problem—less obvious, but just as important. When something goes wrong, employees are pulled into the troubleshooting process, asked to explain what they did, recreate the issue, or stay engaged while IT investigates. At that point, the disruption is no longer just the incident.

It's the experience of resolving it.

Aternity Replay is where the shift happens.

Zero Disruption Operations takes a different approach

It focuses on removing friction not only from systems, but from the way IT engages with users during moments of failure.

Aternity Replay allows IT to see exactly what happened. Replay removes the need to ask users to explain. It replaces interpretation with evidence and makes it possible to resolve issues with far less disruption to the employee.

When Visibility Falls Short of Understanding

The pattern is familiar. A ticket comes in: "The application is slow." From there, teams begin working through the usual steps: checking dashboards, reviewing logs, correlating data across tools, and escalating when needed.

Eventually, the issue may be resolved. But even then, there's often some uncertainty about what really happened. That's because most tools show pieces of the picture, not the experience itself. They highlight anomalies, spikes, and trends. They don't show what the user actually saw.

**Dashboards are good at surfacing signals.
They're not designed to show truth.**

That gap between system data and user experience is where most of the friction in IT operations lives.

Why This Problem Is Getting Worse

The environment itself has changed. Applications are no longer confined to a data center. They span SaaS platforms, cloud services, and third-party providers. Releases happen more frequently. Dependencies are less visible.

At the same time, expectations have shifted. Employees expect applications to just work. The business depends on them working. And patience for disruption is minimal.

You can't resolve what you don't fully understand. And understanding has become harder.

As a result, IT teams rely more heavily on interpretation, connecting signals, forming hypotheses, and testing assumptions. **That's where guesswork enters the picture.**



The Cost of Guesswork

When IT lacks a clear view of the user experience, even simple issues become difficult to resolve. Teams spend more time diagnosing, aligning, and validating before taking action. From the user's perspective, the experience is equally frustrating. They are pulled into the process, asked to recall details, and required to repeat steps, all while productivity is impacted.



Resolution cycles become longer



Escalations increase across teams



Collaboration becomes fragmented



Confidence in outcomes decreases

In many cases, the recovery process often becomes a second disruption

This is rarely intentional but it's common. And it's one of the clearest signals that something in the operating model needs to change.



From Guesswork to Evidence – Powered by Aternity Replay

A Shift in How IT Operates

Traditional troubleshooting relies on reconstructing events from partial data. While this approach can work, it often leaves gaps and ambiguity. Zero Disruption Operations introduces a shift—from reconstruction to direct observation. Instead of piecing together signals, IT teams can see exactly what happened.

Before

- Multiple tools, each with partial visibility
- Conflicting or incomplete signals
- Heavy reliance on user input
- Iterative troubleshooting cycles
- Uncertainty around root cause

After

- A clear view of the actual user experience
- Less reliance on interpretation
- Minimal need for user involvement
- Faster alignment across teams
- More confident resolution

This isn't just about speed. It's about removing uncertainty from the process.

Seeing What Actually Happened

Aternity Replay

Aternity Replay enables IT teams to view user experiences as they occur. It captures interactions, application responses, and performance issues in real time, removing ambiguity from the troubleshooting process.

Rather than asking users to explain what happened, IT can directly review the sequence of events.

- Captures user clicks and interactions
- Shows application behavior and delays
- Highlights failure points in context
- Provides a true timeline of events

**With Aternity Replay,
teams don't infer,
they see.**

This shift significantly improves both speed and confidence in resolution.

Eliminating Disruption When It Matters Most

When something breaks, the initial disruption is unavoidable. What happens next is not. In many environments, the support process adds friction:

- Users are asked to explain what they did
- Steps need to be repeated
- Details are often incomplete or unclear

This slows everything down and adds frustration at the exact moment when users are already impacted. Replay changes that dynamic. The experience is fully captured, so IT can independently review events and move straight to resolution without relying on memory or repeated steps.

The best support experience is one that doesn't ask the user to do more work.

Zero disruption starts with zero interruption

Before IT can eliminate disruption across systems, it needs to address the disruption within its own processes.

Reducing the burden on the employee, especially during incidents is a practical place to start. Replay enables this shift by:



Removing the need for explanation



Eliminating repeated troubleshooting steps



Allowing IT to act without pulling users back into the issue

**Fix the problem.
Let the user move on.**

How Aternity Replay Works

Replay is enabled through a browser-based extension that captures user sessions for selected applications. That data is securely transmitted through the Aternity agent and combined with:



Endpoint data (CPU, memory, device health)



Network conditions

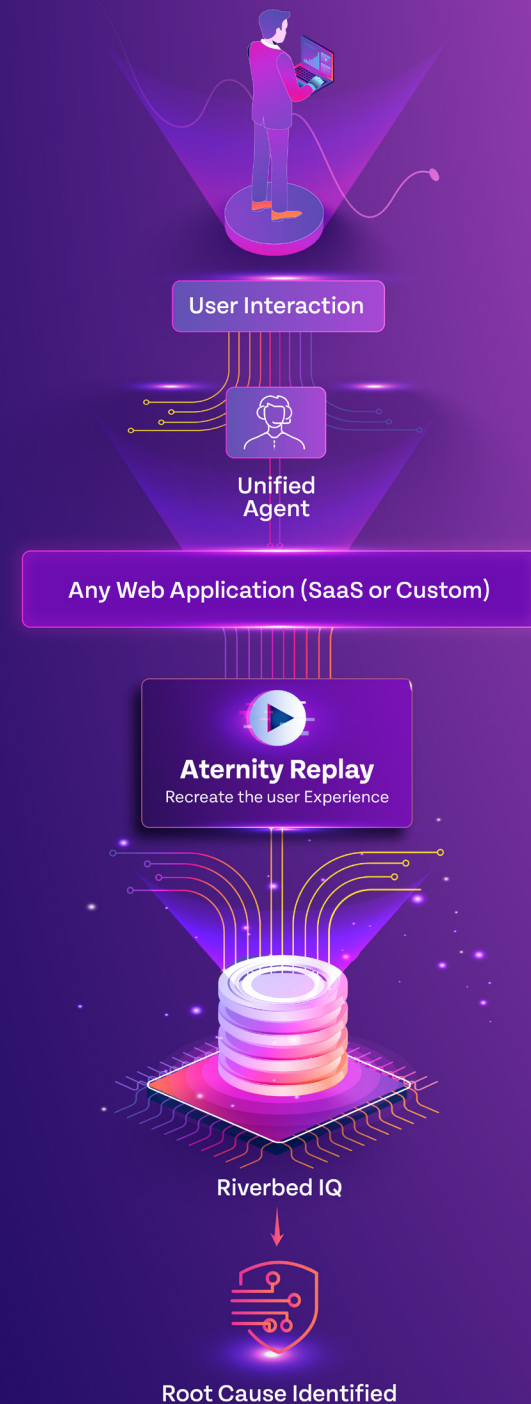


Application performance data responsiveness

All of this is aligned into a single timeline.

A complete view across experience, device, network, and application

From User Experience to Root Cause – Instantly



Visibility Across Applications

Applications Unlike traditional approaches that depend on application instrumentation, Replay works at the browser level. This allows it to capture interactions across a wide range of environments without requiring code changes.



**SaaS
platforms**



**Third-party
applications**



**Internal web
applications**

Beyond APM: Understanding the Full Context

Backend monitoring tools provide valuable insights into application performance but lack visibility into device and network conditions that directly impact user experience. Replay bridges this gap by combining multiple data sources into a single view.



**Wi-Fi
stability**



**Resource
contention**



**Background
processes**

If it happens in the browser, it can be observed.

Operational Impact

Replay changes the way teams work in a few important ways.



Speed

Issues are identified more quickly, and resolution cycles are shorter.



Confidence

Teams spend less time debating signals and more time acting on clear evidence.



Experience

Users are less involved in the troubleshooting process and can stay focused on their work.

Together, these shifts improve both efficiency and experience.



Role-Based Value

While the value is realized across IT teams, the greatest impact is felt by the employee.



For the CIO

Better visibility into user experience reduces operational risk and improves overall service quality.



For IT Operations

Teams can resolve issues more efficiently without relying heavily on user input.



For Support Teams

Having direct visibility into the issue removes much of the back-and-forth that typically slows resolution.



What Makes Zero Disruption Possible

Not every DEX solution is designed to eliminate disruption. Many approaches focus on a single layer of the experience; often the device or application, leaving teams to piece together the rest. That creates gaps. And gaps lead to guesswork. Riverbed approaches the problem differently.

Aternity Replay provides direct visibility into the user experience itself, allowing teams to see what happened rather than rely on interpretation. At the same time, Riverbed brings together data across the full stack: device, network, and application, so issues can be understood in context, not in isolation.

This combination of experience visibility and cross-domain correlation is what enables a more complete view of the environment. And that's what makes it possible to move toward Zero Disruption.

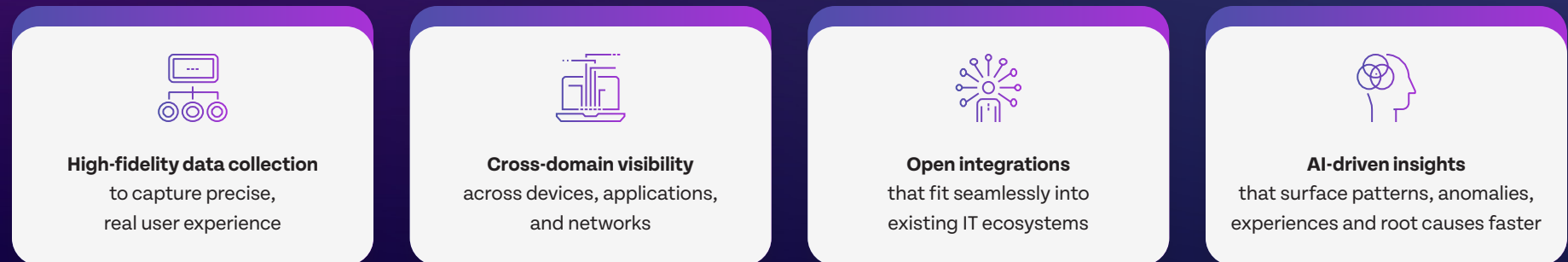
Replay is the starting point. The platform is what allows it to scale.

**Seeing the experience is important.
Understanding the full context is what makes it actionable.**

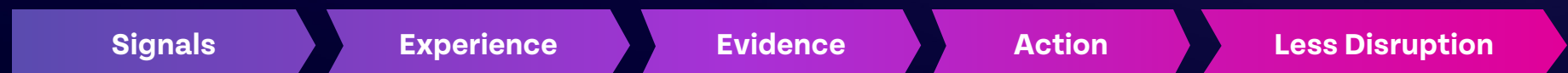
The Shift to Zero Disruption Operations with Riverbed

Riverbed Aternity Replay is not a standalone capability, it is part of a broader, unified platform purpose-built to deliver deep visibility and actionable intelligence across the entire IT environment. By bringing together rich data, cross-domain insights, and intelligent analytics, it empowers IT teams to move beyond fragmented troubleshooting and operate with clarity and confidence.

At the core of this approach are key capabilities that strengthen decision-making and accelerate resolution:



Together, these capabilities enable a fundamental shift in how IT operates. Instead of reacting to incomplete signals, teams can follow a clear, structured path from insight to action:



Conclusion:

A More Practical Path to Zero Disruption

Zero Disruption isn't something that happens all at once. It starts with reducing friction in the moments that matter most. Aternity Replay addresses one of the most persistent challenges in IT: understanding what actually happened, while also removing the burden placed on employees during troubleshooting. That combination has a measurable impact. It allows IT to resolve issues more precisely, while keeping users out of the process as much as possible.

**Experience Autonomous
IT in Action with Riverbed**

Discover Replay through a guided demo.



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.