

## Reimagine the Insurance Journey

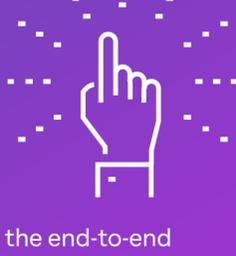
Drive Commercial Growth, with Riverbed.



In the insurance sector, customer loyalty hinges on moments that instill feelings of trust and security.

To remain competitive, you must therefore provide these moments time and time again.

**Unified Observability** helps you deliver new – and improve existing – commercial opportunities by providing the end-to-end visibility that drives enhanced omnichannel experiences.



### Changes for Society and its Future

New challenges like tighter compliance regulations, cybersecurity risk management and sustainability initiatives all need to be incorporated into a successful business. With Riverbed, you can:

**Increase trust** by using active metrics and analytics to help meet compliance regulations



**Inspire loyalty** by embracing sustainability initiatives, limiting carbon emissions and reducing energy usage



**Safeguard your business** against risk through data integrity and robust security measures



### For Your Customers, Your People, and Your Business

Unified Observability offers a better way for insurers to transform operations, improve ROI, and satisfy customers – all while achieving long-term commercial growth by:

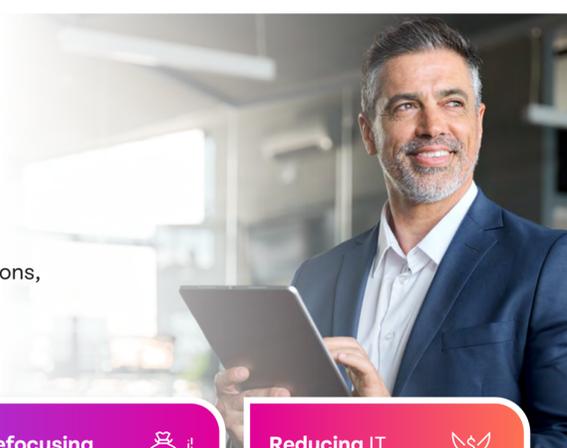
**Associating performance** with business metrics such as conversion and abandonment rate



**Refocusing efforts** on the most impactful areas for commercial strategy



**Reducing IT costs** with a more streamlined network of devices



### Case Study: OneMain Financial

## OneMain Financial

- **10,000** team members
- Nearly **1,600** branch locations
- **A couple of minutes** to troubleshoot, compared to 2-3 days previously

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### Transformation Starts with Modernization

Insurance performance can only be optimized through a future-proofed tech environment that accommodates efficient, customer-centric digital experiences. It's time to digitally transform:

**Optimize** core internal applications to create seamless interactions across every channel



**Unify telemetry** from devices, applications, and networks in a single platform



**Modernize** from the inside out by reducing errors and improving RO



### Inside a Digitally Transformed Insurance Provider

- **Up-to-date** core policy admin and claims systems
- **Finely-tuned** call centers
- **Updated** legacy systems
- **Enhanced** core competencies
- **Resolution** of issues without delay
- **Consistent** performance at every touchpoint



### Deliver Essential Experiences

Unified Observability gives insurance providers the openness, compossability, and agility they need to beat the competition. You can empower exceptional user experiences:

**Provide personalized experiences** underpinned by technologies like AI and data analytics



**Increase user engagement** by enabling staff to spend more time on strategic initiatives



**Drive actionable, unified insights** that address the challenges of all IT domains



### Case Study: Swiss Re

## Swiss Re

- Around **80** offices globally
- **Three** distinct business units
- **One** single view of all applications and locations worldwide

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### The Power of Unified Observability

Since partnering with Riverbed, our customers have converted unified data into amplified performance – reaching new heights in their business metrics:



### Insurance Firms Trust Riverbed

- We support **10 of the top 15** direct insurance companies in the world
- Insurers in over **170** countries rely on our solutions
- **Over 200,000** direct insurance devices are monitored using our platform

