



Aternity 360: The Only DEX Solution with True 360° Coverage

The Visibility Gap Holding Back Employee Experience

Modern work happens everywhere, at home, in the office, on the road, and on the front lines. Employees rely on a complex mix of devices, applications, networks, and collaboration tools. Yet most organizations still manage digital experience with fragmented tools that only see part of the picture. The result:

- Blind spots across devices, networks, apps, and workflows
- Reactive firefighting instead of proactive support
- Escalations and delays due to limited root-cause visibility
- Excessive costs from redundant tools and manual processes
- Difficulty proving business impact from experience improvements

These gaps slow down issue resolution, frustrate employees, and reduce productivity, impacting both workforce satisfaction and business outcomes.

A Unified Approach to Digital Experience

Aternity 360 delivers a truly comprehensive view of digital experience, one that goes far beyond simply combining technical telemetry and user sentiment. This unified approach integrates diverse data sources and perspectives to illuminate the full spectrum of employee experience, from system performance to emotional engagement.

By bridging the gap between raw technical signals and human context, Aternity 360 helps IT proactively eliminate digital friction, uncover hidden drivers of experience, and continuously optimize how work gets done. It's not just about what employees encounter, it's about understanding why it matters and how to make it better.

360° Visibility in Action

Aternity 360 delivers complete visibility into every digital interaction—across desktops, laptops, VDI, cloud apps, and mobile devices including rugged and POS systems. By unifying monitoring, analytics, and automation in one solution, it eliminates blind spots and ensures seamless digital experiences for every employee, wherever and however they work.

DXI Benchmarking: Turning Experience into Measurable Impact

Aternity's Digital Experience Index (DXI) transforms visibility into actionable intelligence. DXI quantifies the quality of every employee's experience across devices, apps, and locations, then benchmarks results against internal goals or industry peers.

With DXI, IT and business leaders can:

- **Measure Experience Quality:** Assign objective scores to every user, team, and site
- **Benchmark Performance:** Compare across personas, locations, and industry standards
- **Prioritize Improvements:** Focus on the highest-impact fixes
- **Prove ROI:** Tie experience initiatives to productivity, retention, and cost reduction

By combining technical telemetry with sentiment data, DXI closes the loop between measurement and improvement, turning insights into a continuous cycle of optimization.

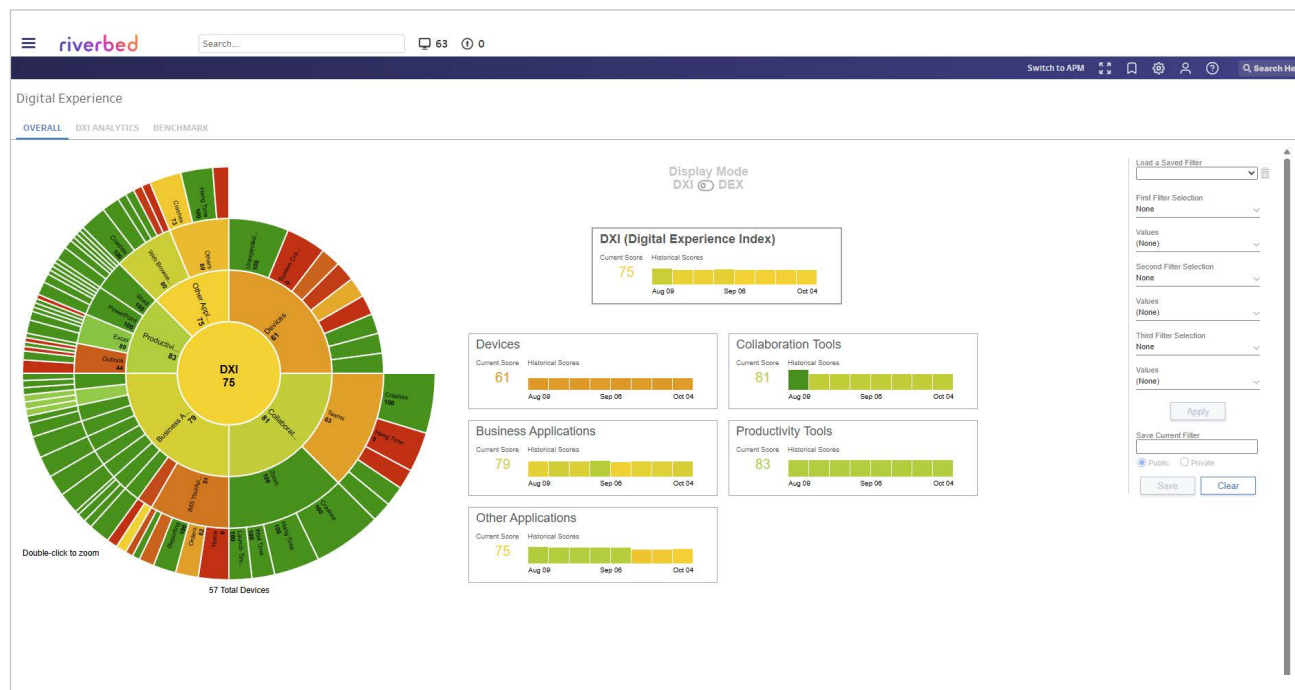


Figure 1: Immediate insight into overall digital experience.

Aternity DXI provides an immediate view of overall digital experience score and color-codes the areas that affect it.

End-to-End Experience Monitoring

True experience intelligence is more than checking whether a desktop is online or an app is available. Modern work is complex and a single employee workflow may touch dozens of systems – laptops, SaaS apps, corporate networks, home Wi-Fi, and collaboration tools like Teams or Zoom. If you only monitor one piece, you miss the bigger picture.

Aternity 360 captures and correlates everything that shapes the employee experience - real user activity, application performance, network conditions, and collaboration quality across all endpoints, into a single, contextualized view.

This gives IT unmatched context to not only quickly diagnose and resolve issues, but to understand why they happened and prevent them from recurring.

- Real user monitoring across apps, devices, networks, and UC tools
- Session replay with full device and network telemetry—no prior instrumentation required
- Encrypted network path visibility for SaaS, VPN, and Zero Trust environments
- Correlation between front-end issues and backend bottlenecks

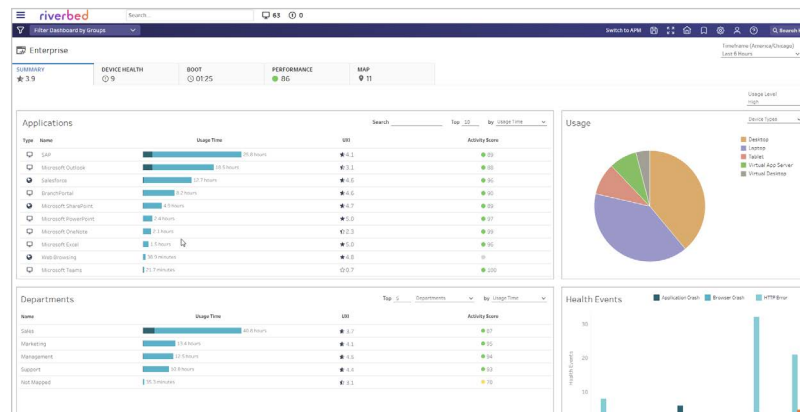


Figure 2: Complete visibility for seamless digital experience

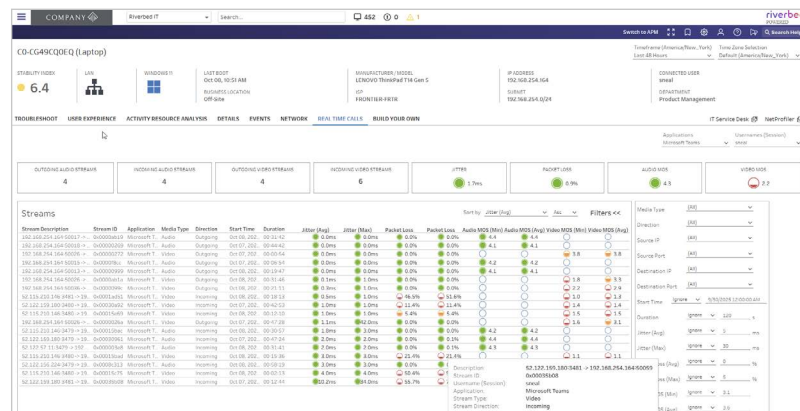


Figure 3: Real-Time UC Monitoring

Proactive Issue Detection & Testing

Don't wait for employees to complain before acting. With synthetic testing and workflow simulations from real devices, mobile and desktop alike, Aternity 360 identifies potential problems before they impact productivity, validates fixes, and ensures environments are always ready to perform.

- Synthetic testing from real devices to detect performance issues early
- Workflow simulation for office/network readiness and onboarding scenarios
- Real-time validation of remediations

Workflow & Journey Intelligence

Employee experience depends on smooth workflows across every device and application. Aternity 360 tracks how employees navigate critical processes, whether on a laptop, VDI session, or frontline mobile app, to pinpoint friction, reduce wasted effort, and optimize productivity.

- Analyze employee workflows across apps and processes
- Identify slow UI elements, failed steps, or unnecessary complexity
- Optimize workflows, retrain users, or automate repetitive tasks

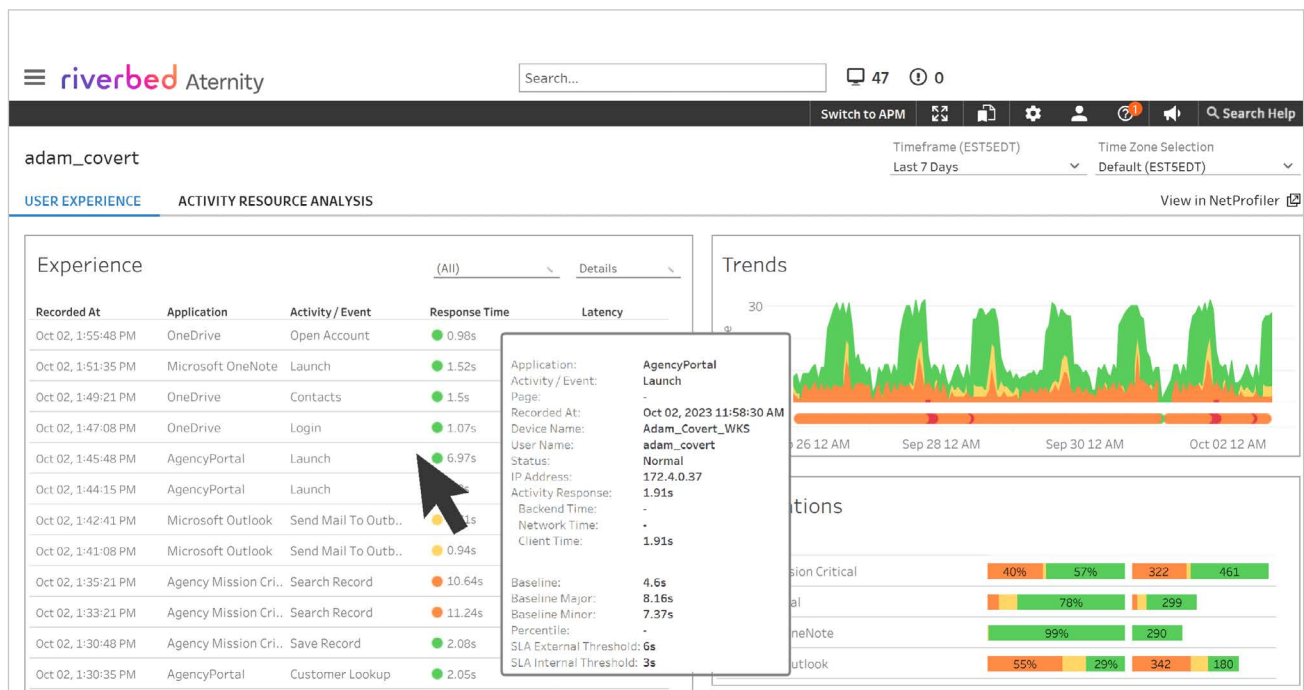


Figure 4: Track every click-to-render event for seamless productivity.

AI-Powered Remediation & Automation

Manual fixes can't keep pace with today's mobile, hybrid, and distributed workplaces. Aternity 360 applies automation and AI across endpoints enabling self-healing, guided remediation, and enriched tickets that accelerate resolution.

- Self-healing scripts and runbook automation
- AI-based remediation with IQ Assist
- Auto-ticket enrichment with L1/L2 guidance
- Self Service powered by Agentic AI

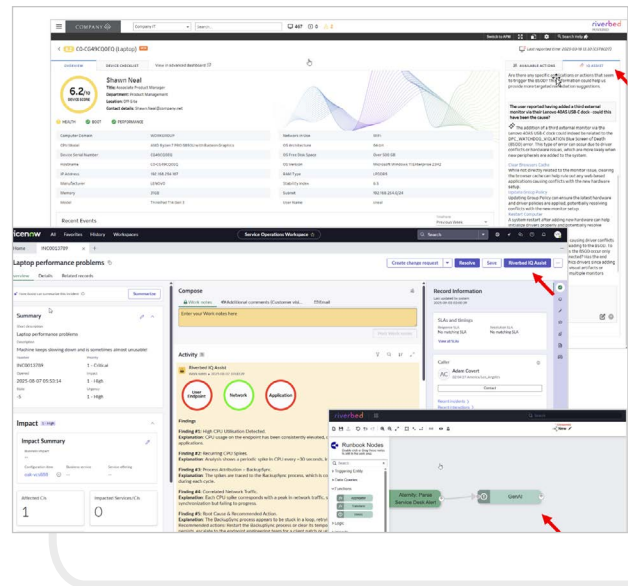


Figure 5: IQ Assist: GenAI (LLM) Assistant for Troubleshooting & Remediation

Comprehensive Environment Coverage

From office desktops to cloud applications to mobile endpoints and specialized devices like POS systems, Aternity 360 provides unified visibility. IT gains a single view of digital experience for remote, in-office, and frontline workers, ensuring no environment or device type is left behind.

- Physical devices, VDI/DaaS, cloud apps, and mobile endpoints
- Native mobile monitoring for Windows, Mac, iOS, Android, ChromeOS, and rugged devices, POS systems, and frontline apps
- Unified view for remote, in-office, and frontline workers

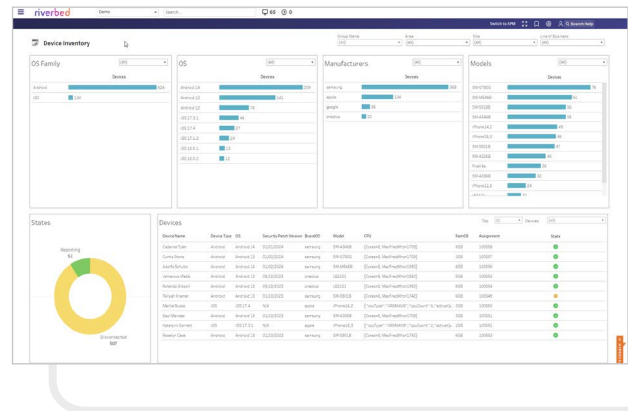


Figure 6: Complete Visibility into Your Mobile Device Fleet

From Visibility to ROI

Aternity 360 turns visibility into business results. With out-of-the-box dashboards for Microsoft Teams, Device Refresh, and other high-impact use cases, IT can quickly demonstrate value, optimize technology investments, and connect experience improvements directly to workforce productivity and satisfaction.

- **Resolve Issues Faster** by reducing MTTR and escalations with replay, network path analysis, and AI-powered insights
- **Lower Costs** by eliminating redundant tools, reducing ticket volume, and optimizing device refresh cycles
- **Boost Productivity** by addressing performance issues before they disrupt work
- **Improve Satisfaction** by capturing employee sentiment and tracking perception over time
- **Prove ROI** by quantifying how digital experience improvements drive retention, productivity, and operational performance

Empowering Every IT Function

Every IT team depends on digital experience, and Aternity 360 brings value to them all. From the service desk resolving mobile device tickets, to EUC teams benchmarking VDI fleets, to digital workplace leaders improving frontline workflows, Aternity 360 provides a single source of truth for every role.

- **IT Service Desk & Support** can accelerate resolution, reduce escalations, and gain richer context for every ticket.
- **Digital Workplace Leaders** gain clear visibility into how technology impacts both productivity and satisfaction.
- **EUC & Endpoint Engineering Teams** have access to detailed telemetry, benchmark performance, and automate device fleets.
- **IT Operations & Infrastructure** can correlate front-end experience directly with backend system performance.
- **Application Owners** gain end-to-end performance monitoring for business-critical SaaS and enterprise apps

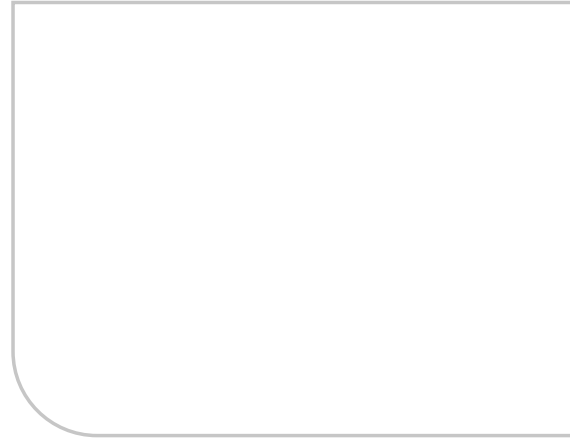
Eliminate Blind Spots. Deliver Better Experiences.

Unlike fragmented tools, Aternity 360 is the only DEX solution that covers every environment, app, and device. With one lightweight agent, shared telemetry across IT functions, and unified automation, it delivers faster time-to-value, lower costs, and a single source of truth for every employee's digital experience.

Experience the power of 360° visibility.

Learn how Aternity turns data into action, eliminates blind spots, and drives measurable business outcomes for every employee, app, and device.

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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.

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