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SOLUTION BRIEF

Aternity Replay

See Every Interaction. Resolve Faster.

DOM-level interaction replay combined with full digital experience telemetry - built for enterprise IT troubleshooting

When IT Can't See What Employees Actually Experience

IT teams are under constant pressure to resolve digital experience issues quickly, yet they often lack the visibility needed to understand what users actually experienced when an issue occurred. Traditional troubleshooting typically relies on user descriptions, screenshots, or time-consuming reproductions, which are often incomplete or inaccurate. In complex, multi-application workflows, this lack of context slows resolution time, drives unnecessary escalations, and erodes end-user trust.

In cases where a traditional session replay tool is used, the approach has limitations. These tools are typically application centric, require prior instrumentation, and rely on visual or video recording reconstruction which introduces privacy, compliance, and scalability concerns.

Why It Matters: Built for SaaS-First Enterprises

Today's employee workflows rely heavily on third party, web based SaaS applications that IT teams don't own or control. Traditional replay tools depend on application instrumentation, limiting visibility to a narrow set of supported apps. Aternity Replay captures interactions at the browser layer, delivering consistent visibility across enterprise SaaS applications, without code changes or developer effort.

See Every Interaction. Solve Every Issue.

Aternity Replay transforms IT troubleshooting by providing a retroactive view of user interactions at the DOM-level, captured directly from the endpoint and enriched with full system context. Instead of relying on visual recordings or user recollection, IT teams can understand what happened within the application structure itself - how pages changed, what actions occurred, and how device and network conditions influenced the experience.

By combining DOM-level interaction replay with endpoint telemetry such as CPU, memory, network, and Wi-Fi conditions, Aternity Replay gives service desk and IT operations teams the context they need to diagnose issues quickly and accurately, without requiring users to reproduce problems or participate in burdensome troubleshooting.

Key Benefits

Replay Interactions Across Applications

Aternity Replay captures DOM-level interaction data across selected web applications on the device to reconstruct the user session without requiring prior instrumentation.

This allows IT teams to review exactly what the employee experienced, even after an issue has occurred, enabling faster root cause analysis for intermittent or hard-to-reproduce problems.

Full System Context for Faster Troubleshooting

Replay goes beyond application behavior to show why an issue occurred. Each interaction is correlated with device and network telemetry, CPU usage, memory pressure and Wi-Fi health.

No Application Instrumentation or Code Changes

Replay is deployed on endpoint devices, not during development cycles, allowing IT teams to get value quickly across SaaS and internal web applications.

Reduce MTTR and Escalations

By providing Level 1 and Level 2 support teams immediate access to DOM-level interaction replay and system context, Aternity Replay reduces dependence on user descriptions and reproductions. Issues are resolved faster, fewer tickets are escalated, and productivity is restored sooner.

Uncover Hidden Experience Gaps

Beyond break/fix scenarios, Aternity Replay helps IT identify recurring workflow friction and unreported issues across the workforce. These insights enable proactive improvements to digital experience and service quality.

Privacy First by Design

Aternity Replay is built specifically for enterprise environments where privacy and compliance are critical.

What Aternity Replay captures:

- DOM-level structural elements of web pages
- Changes to page structure over time
- User actions such as clicks, navigation, and state transitions

What Aternity Replay does not capture:

- Images, screenshots, or video
- Pixels or visual screen recordings
- User entered text
- Application displayed data, including values in application fields

Because Replay captures structural data elements rather than visual recordings, it significantly reduces data volume and minimizes the risk of exposing sensitive content.

How Aternity Replay Is Different

Feature	Aternity Replay	Traditional Session Replay
Model	**Device-Based**	**App-Based**
Capture Approach	DOM level structural interactions only	Visual or session reconstruction
Scope	Cross application with full system context	Single application
Retroactive Visibility	Yes	Often limited or sampled
Device & Network Telemetry	Included	Not included
Images & Text Captured	No	Often captured and masked
Privacy Approach	Privacy by design	Privacy by configuration
Reproduction Required	No	Often required

Results That Matter

- Faster resolution with less user frustration and burdensome troubleshooting
- Reduced mean time to resolution (MTTR) through correlated system context
- Fewer escalations and lower operational overhead for service desks
- Safe, scalable troubleshooting aligned with enterprise privacy requirements

See What Users Experience. Resolve Issues Faster.

Watch Replay in Action and schedule a demo to learn more.

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About Riverbed

Riverbed, the leader in AIOps for observability, helps organizations optimize their user's 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 improves 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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