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PLATFORM OVERVIEW

Alluvio Aternity Digital Experience Management

Unleash the digital experience for everyone

Actionable user experience insights at every device, app and click

Predict and Prevent Business Disruptions

Aternity full-spectrum Digital Experience Management provides insight into the business impact of customer and employee digital experience by capturing and storing technical telemetry at scale from employee devices, every type of business application, and your cloud-native application service. Deployed as an agent on end-user devices or application infrastructure, Aternity measures what users actually see for every transaction, every app, running on any device.

Aternity outpaces traditional methods of monitoring which are insufficient to monitor the thousands of applications and tens of thousands of endpoints on which companies run.

- APM products are used on only **20% of business-critical apps**, and don't capture user experience for **every type of app**.
- Legacy monitoring products are **incapable of ensuring** a satisfactory digital experience.
- Siloed, domain-specific monitoring tools **don't capture actual user experience** – they only *infer* it.

Proven Enterprise-Scale DEM

250 Billion
Activities processed daily

4 Million+
Endpoints managed globally

6
Years of Certified Compliant SaaS Operations

"We can now be more proactive because we don't have as many fires to put out. With Aternity we're monitoring the heartbeat of the business; if there is an issue, we're often ahead of it."

Ross Jeremy, Modern Workplace Team Lead, Simmons and Simmons

"We realized our existing device performance monitoring tool couldn't tell us what our workforce was actually experiencing, because it simply didn't measure most of it. Plus, the data it provided was hard to interpret and didn't scale."

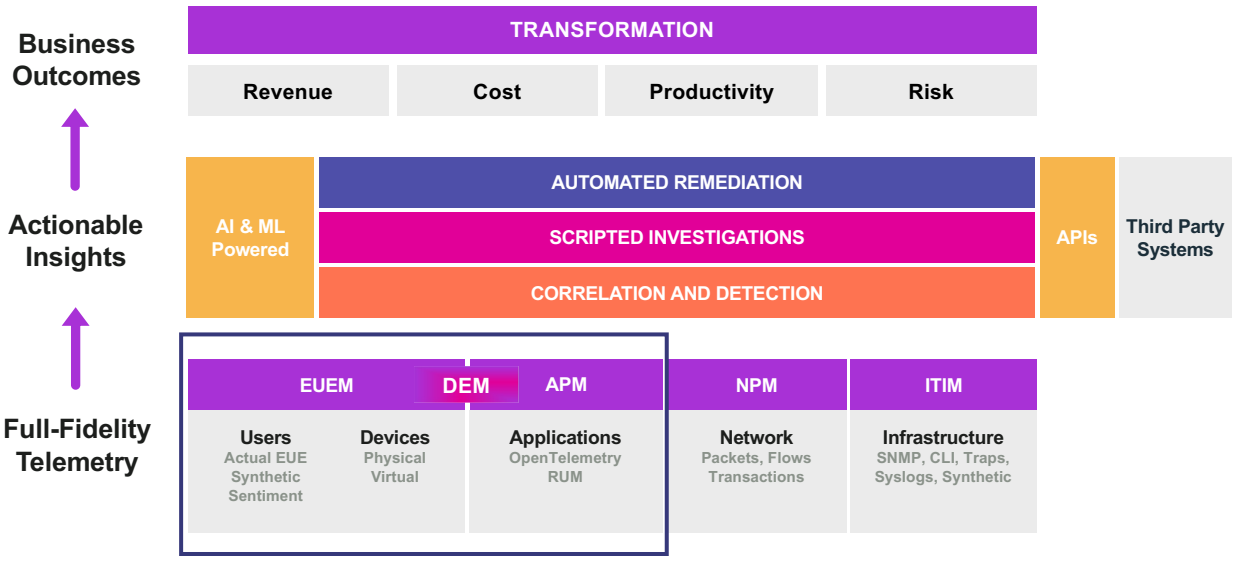
Joost Smit, Digital Workplace Solution Architect and Engineer, Swiss Re

What makes Aternity DEM unique

Continuous Service Improvement Through Optimizing Critical Business Application Performance

Aternity Digital Experience Management (DEM) combines IT service benchmarking, End User Experience Monitoring (EUEM), Application Performance Monitoring (APM) and Device Performance Monitoring (DPM) to provide visibility into what employees and customers actually see when they use the thousands of business-critical apps on which businesses run. Armed with these insights, companies can continuously improve service by optimizing application performance to eliminate bottlenecks and performance problems.

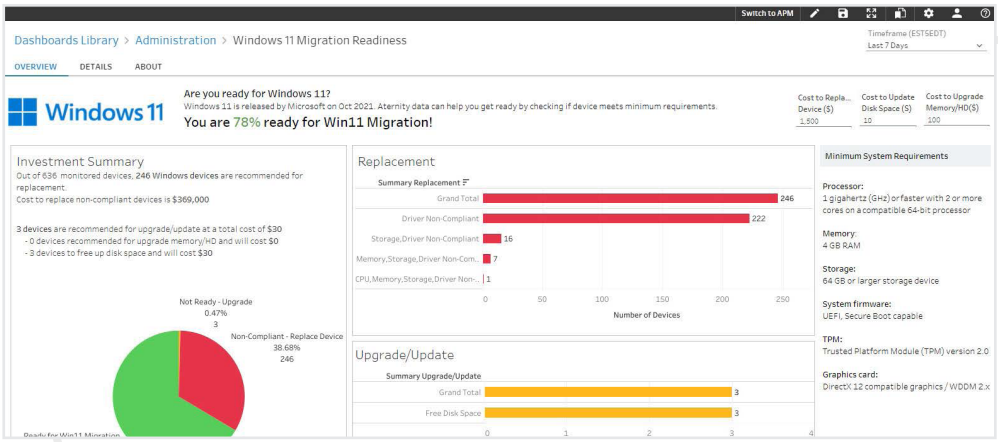
Aternity Digital Experience Management



Mitigate the risk of IT change

Cost-justify and measure the impact on employee experience of strategic IT projects, like cloud, mobility, and data center transformation, as well as more routine, tactical changes like device, OS, or application upgrades.

- Validate the impact of change by analyzing employee experience before and after a change to infrastructure, applications, or devices, to ensure the desired results are achieved.
- Quantify the financial effect of app performance on workforce productivity by analyzing every transaction made on business- critical apps.
- Test the impact of IT changes on user experience on a pilot group and verify improvement before wider deployment.
- Analyze trends in app adoption across the enterprise to track the effectiveness of key strategic initiatives like cloud, mobile, and virtualization.

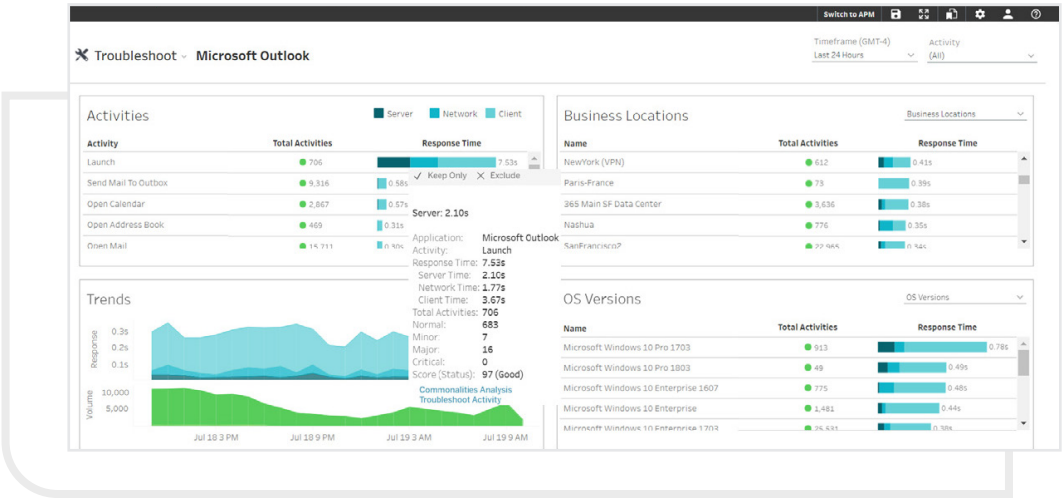


Validate the impact of device changes like migrating to Windows 11. In this case, numerous applications perform worse after the migrating a pilot group to the new OS, so the desktop engineering team should investigate before wider rollout.

Shift left in the service desk

Use Aternity's automated remediation capabilities and visibility into client device, network, and application back-end to resolve issues proactively, at the lowest level possible, and as fast as possible, improving service and reducing costs.

- Eliminate the need for users to contact the service desk by automating the recovery actions for the most commonly expected device, OS, or app issues.
- Correlate device health and performance, application performance, and user productivity to gain insight into user experience and proactively identify incidents.
- Apply AI-powered analytics to surface anomalies and resolve issues before the business is impacted.
- Generate proactive alerts to 3rd party systems like ServiceNow when performance deviates from expected levels.

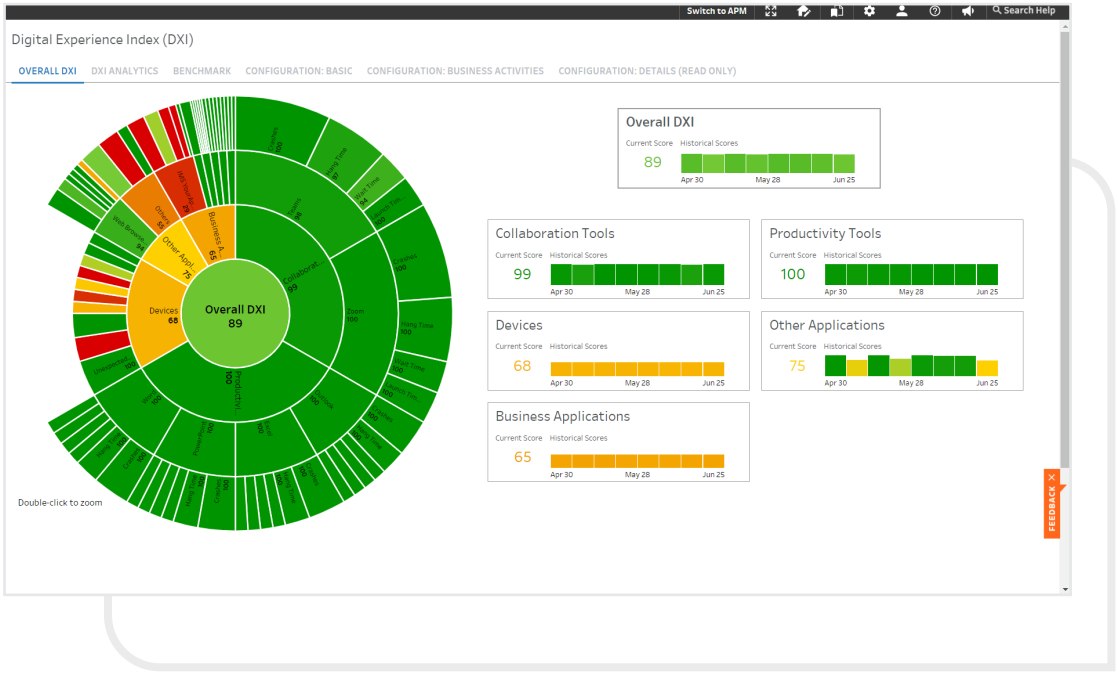


Isolate the source of delay to client device, network or back-end and quickly investigate issues using AI-powered analytics.

Benchmark your company's employee experience against the market

Instantly compare your company's employee digital experience to that of the hundreds of other companies and millions of employee devices managed by the Aternity DEM platform.

- Analyze the data on multiple business dimensions, by filtering by industry, geography, or company size.
- Change the digital experience analysis variables to investigate particular technology areas, such as device, OS, and application performance.
- Leverage system-generated insights into particular device, OS, application, and user experience areas to see where you're doing well, and not as well, as the market average.
- Conduct frequent reviews throughout periods of technology and business changes to assess your position versus the market.



Aternity Digital Experience Index (DXI) automatically identifies digital experience hot spots across your enterprise impacting employees and customers, then sets you on a path to action and improvement.

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About Riverbed

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 organizations can deliver a seamless digital experience and drive enterprise performance. Riverbed offers two industry-leading portfolios: Alluvio by Riverbed, a differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless, secure digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of partners, and market-leading customers globally – including 95% of the FORTUNE 100 –, we empower every click, every digital experience. Riverbed. Empower the Experience. Learn more at riverbed.com.

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