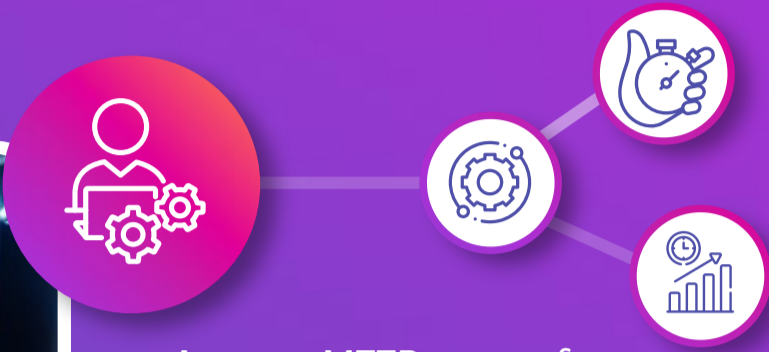


Intelligent Incident Response

Key Drivers

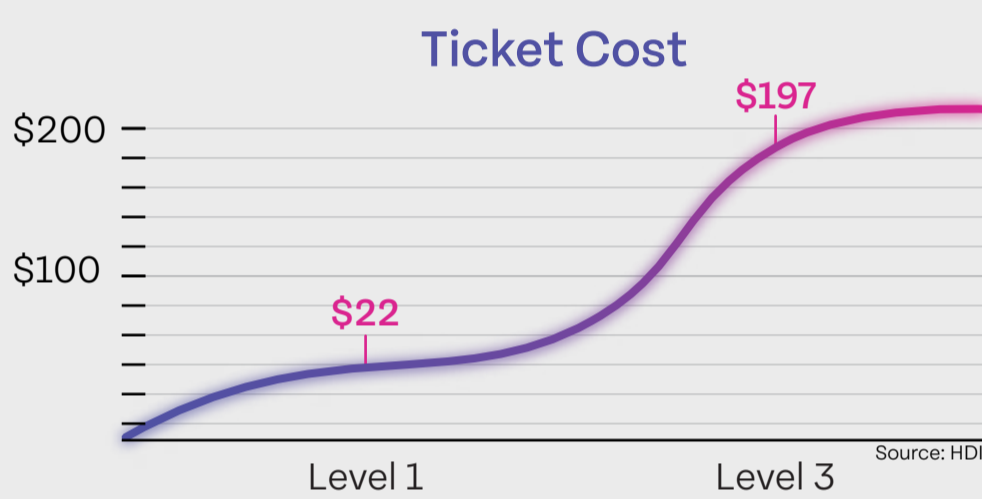
- Increased urgency to reduce IT costs in today's economy.
- Strategic focus on improving employee & customer experience.
- Skilled engineers spend more time fire-fighting than on innovation.
- Incident volume and complexity are reaching critical levels.
- Automation scope is narrow due to limited insights and access across IT operational silos.

Figures



- Average MTTR ranges from 24-48 hours.
- Average Ratio of ITSM tickets to technicians is around 70-80 tickets per technician per month.

According to a recent IDC survey, “54% of organizations use six or more discrete tools for IT monitoring and management. Yet, 60% of respondents agree that most monitoring tools serve narrow requirements and fail to enable a unified and complete view of current operating conditions.”



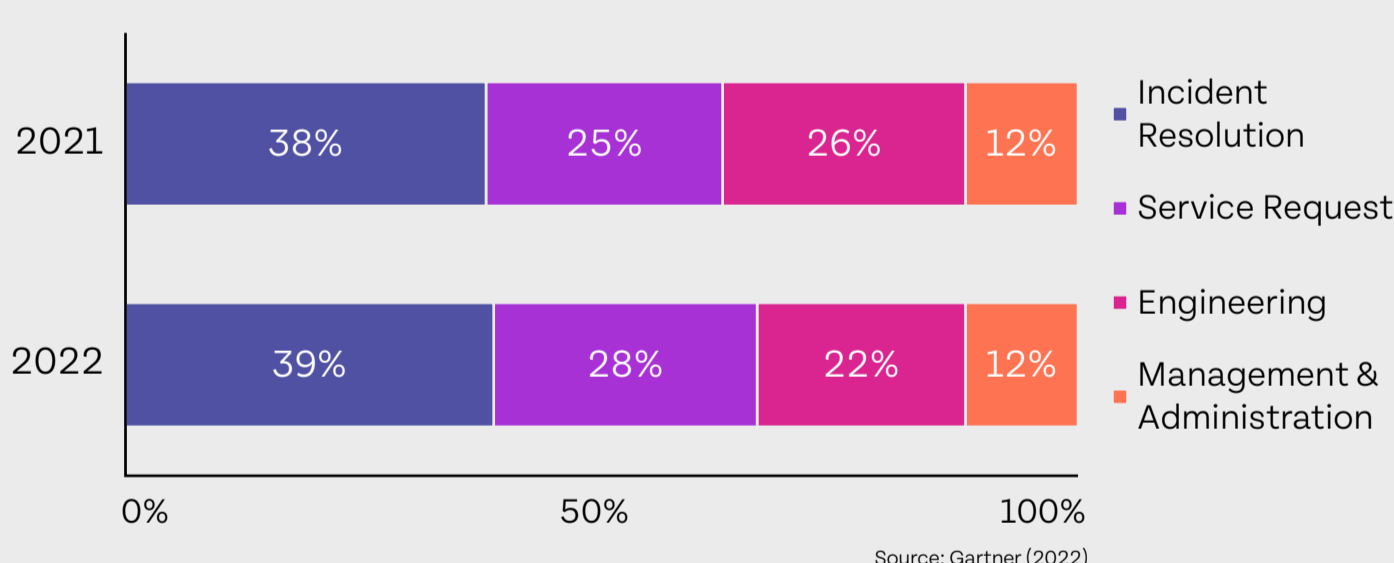
The cost of a ticket increases significantly as it escalates from Level 1 to Level 3.

Incident Response is the largest portion of IT Spend and it's growing.



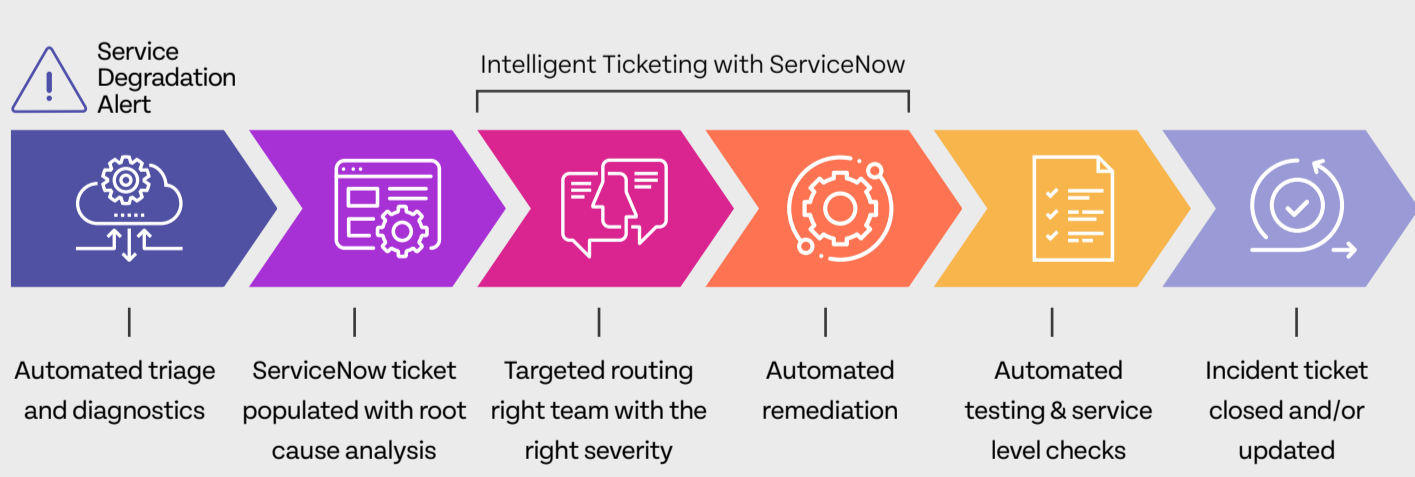
Digital Workplace Services FTE Distribution

By Task



With Alluvio's Intelligent Incident Response, resolution is reduced from hours to minutes

Alluvio IQ | LogiQ Engine



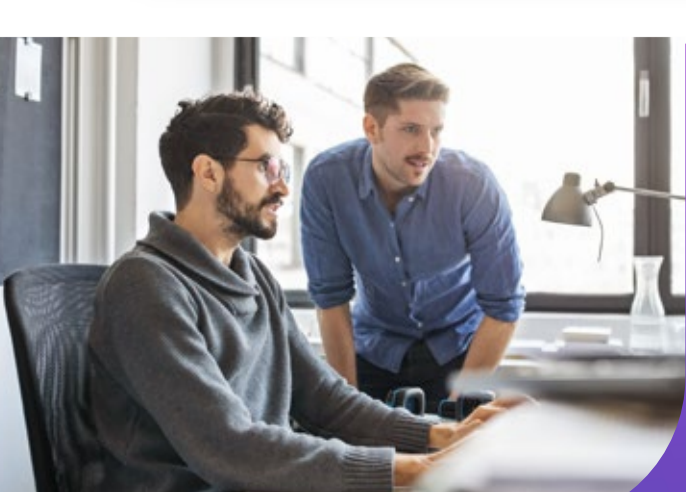
Automation is completed across multiple teams (e.g. App Services, Load Balancing, OS, IT, Network) and multiple vendor platforms.

Benefits With Alluvio

- A mining company with 37,000 devices remediates over 150,000 desktop events a year.
- Cost Savings for Incident Avoidance: \$469,000 Monthly | more than \$5.6 Million a Year.
- A Global Credit Union Reduced incident counts by 150-200 per month with auto remediation.

“We’ve used auto remediation to reduce our incident counts by 150 to 200 in a month in one particular case,” says Horner. “We analyze the user’s hard drive, and if the hard drive is about to fill up, we have a script that automates the clean-up of the drive.”

- Global Credit Union



For more information on Alluvio by Riverbed, visit: <https://www.riverbed.com/products/unified-observability>.

ALLUVIO
by riverbed