

# Shift Left in the Service Desk

Resolve service desk incidents faster and more efficiently to reduce costs and improve user satisfaction

## Improve service levels while reducing costs

With self-healing control that automates recovery actions for common user issues, the Aternity Digital Experience Management Platform enables companies to reduce service desk ticket volume and improve first level resolution rate. Aternity isolates the source of delay to improve mean time to repair (MTTR) and first contact resolution rate. This enables organizations to raise service levels while reducing costs.

## Shift left to raise satisfaction and efficiency

Shifting left is not new. R&D teams have shifted left to catch bugs earlier in the development cycle when they are less expensive and time consuming to fix. Service desk teams are doing the same to manage increasing ticket volumes, higher user expectations, and tighter budgets. For the service desk, shifting left means solving problems at the lowest level possible, since escalating to higher levels of expertise increases expenses and resolution time. With the shift to hybrid work, shifting left in the service desk becomes even more important, as IT deals with higher volumes of issues and more complexity.

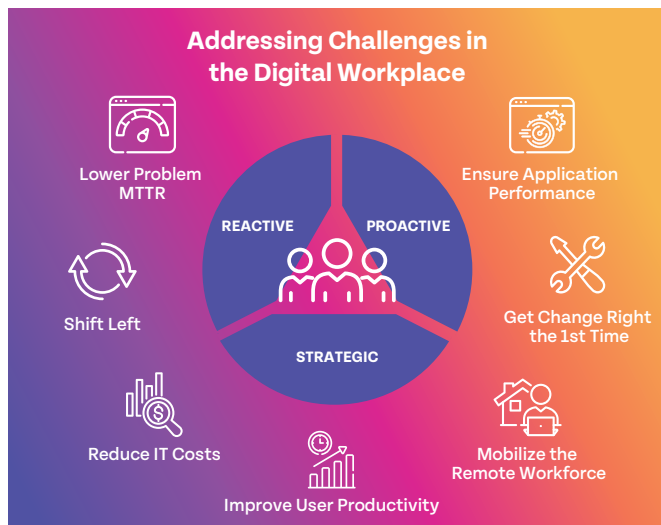
Companies must address 3 main challenges:

- **Increased user complaints:** With the shift to hybrid work, the volume of user issues around application and device performance has increased by a factor of two.
- **Budget constraints:** Business uncertainty has resulted in tighter budgets, but IT must still provide excellent service.
- **Changing technology:** IT must manage an increasingly complex portfolio of technologies, including collaboration tools, SaaS, virtual desktops, virtual applications, and mobile

## Managing the shift left with Alluvio Aternity

The Alluvio Aternity Digital Experience Management Platform combines End User Experience Monitoring (EUEM) and Application Performance Monitoring (APM) to help service desk teams solve problems earlier and faster. Aternity's AI-powered analytics and self-healing help service desk teams detect

and resolve issues faster, enable Level 1 teams to be more effective, improve customer satisfaction, and ultimately contain costs. Using Aternity, organizations have reduced service desk ticket volume by 15% and MTTR by 24%.

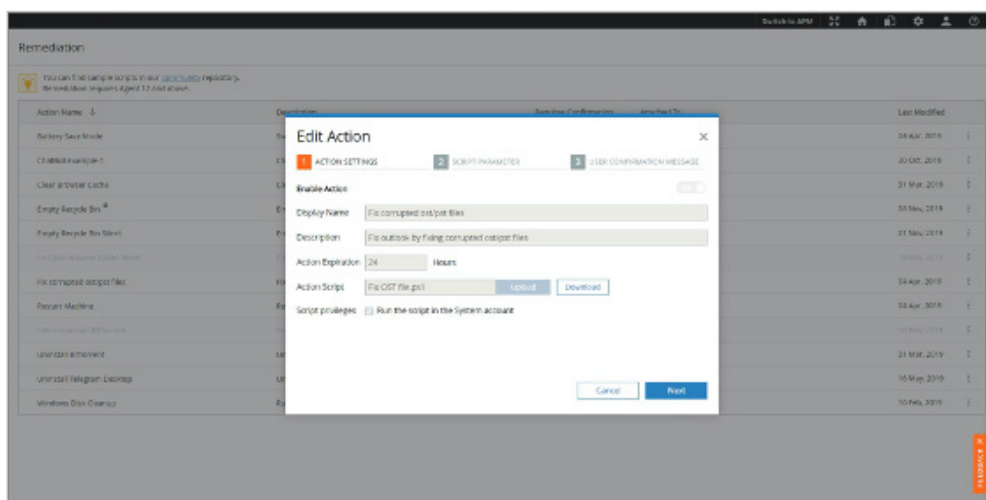


## Drive down costs and improve service with self-healing

Develop automated remediation actions tailored to your run book processes to improve service and reduce operational 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.

- Automate actions based on severity and whether human intervention is required.
- Track the effectiveness of remediation actions over time by analysing volumes and results.
- Maintain a complete log of the remediation actions taken, by whom, and their results for audit purpose

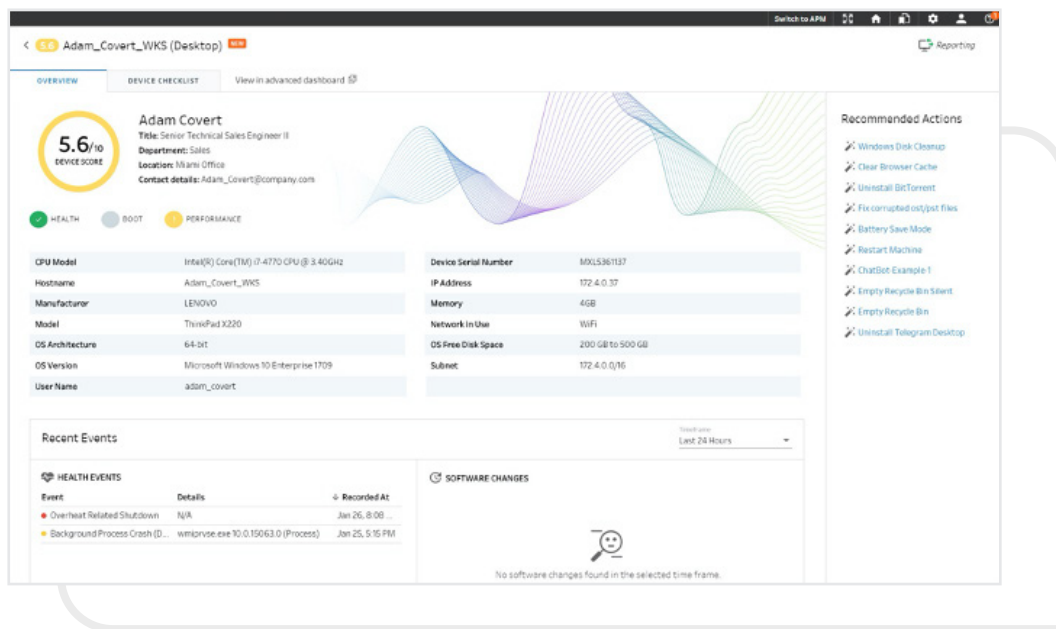


Create remediation actions tailored to your run book work processes, determine whether to run them automatically or with user control, then customize the end user notification.

## Reduce time to detect

Proactively identify issues by establishing targets for acceptable performance and alerting when performance thresholds are exceeded.

- Correlate device health and performance, application performance, and user productivity to gain insight into user experience and proactively identify incidents.
- Monitor the user experience on all types of applications including cloud native, SaaS, thick client, and mobile.
- Apply AI-powered analytics to surface anomalies to resolve issues before the business is impacted.
- Generate proactive alerts to 3rd party systems like ServiceNow when performance deviates from expected levels.

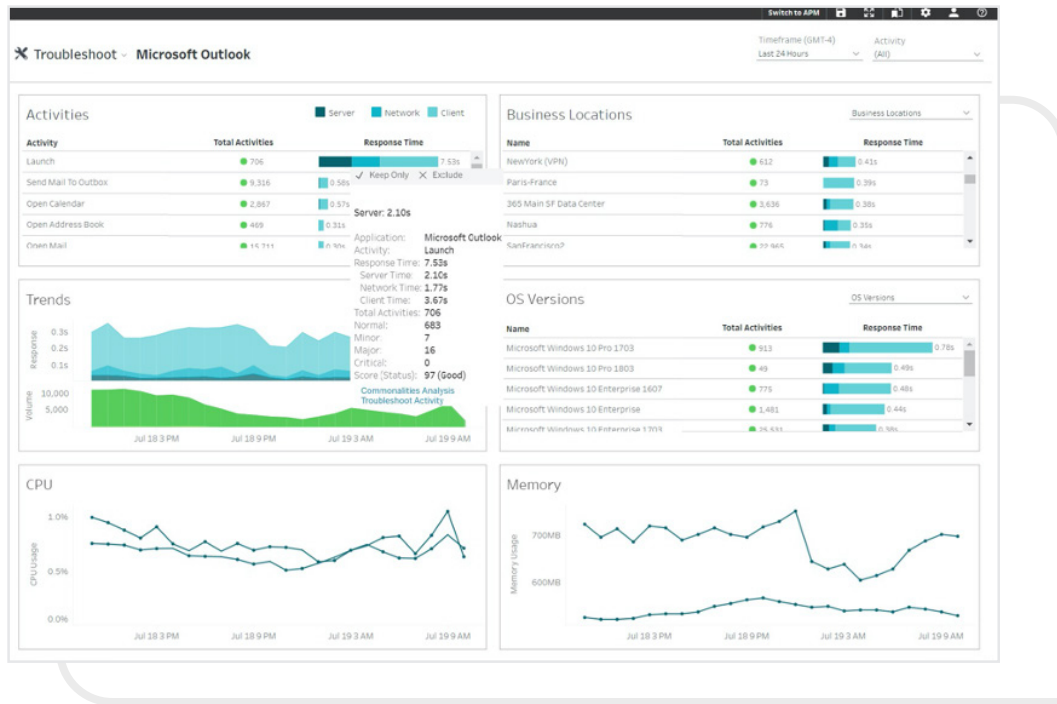


Triage user complaints quickly with an overview of the user and their device. Tailor hardware and software checklist steps to your run book, then drill down into device and application issues to resolve them quickly.

## Improve MTTR and first level resolution rates

Deliver faster MTTR and higher first level resolution rates by isolating the source of delay to client device, network or backend and drilling down with one click to investigate.

- Quickly diagnose and resolve user-impacting issues and drill-down to the device or application back-end to investigate.
- Analyze the common characteristics of users experiencing the same problem to identify the likely cause.
- Use device health and performance data to investigate issues quickly without interfacing directly with the user's device. Remotely validate and troubleshoot incidents by viewing the current and historic user, device, and application information.



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

“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



### 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](https://riverbed.com).