

PACKAGING OPTIONS

Aternity Digital Experience Management

Unleash the digital experience for everyone

PROVEN
ENTERPRISE-SCALE DEM

250 Billion
Activities processed daily

3 Million+
Endpoints managed globally

6
Years of Certified Compliant
SaaS Operations



Actionable user experience insight at every device, app and click

Three editions aligned to your DEM journey

The Aternity™ Digital Experience Management platform comes in three editions tailored to address the business outcomes that are most important to your company. As your proficiency grows, you can easily expand Aternity to deliver additional digital experience management capabilities.



Enterprise

Optimize **employee and customer experience** for all business-critical applications.

Aternity Capability

- Change management
- IT service benchmarking
- Business app optimization
- End-to-end activity tracing
- User experience XLAs



Essentials

Optimize the **delivery** of employee devices and applications.

Aternity Capability

- Remote employee experience
- Application usage & performance
- IT asset cost control
- Collaboration app quality



Fundamentals

Optimize and automate the **support** of employee devices.

Aternity Capability

- Device health & performance
- Remediation & chatbot integration
- Proactive alerting, ServiceNow integration
- Productivity app performance

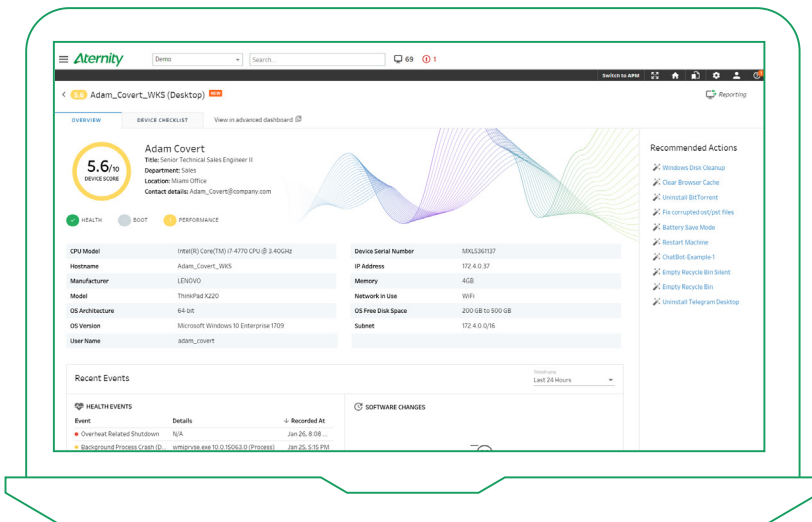
Aternity Fundamentals

Automated remediation and performance visibility for employee devices and productivity apps

A quick start into Digital Experience Management that helps service desk teams improve operations and customer satisfaction, with automated remediation and insight into device and productivity application health.

- **Control operations costs and improve service.** Reduce problem resolution times and improve First Level Resolution rates by proactively identifying device and application issues and automating recovery actions.
- **Speed up Mean Time to Detect and Repair with ServiceNow Integration.** Integrate Aternity's proactive alerting with ServiceNow to streamline operations according to your run book.

- **Improve First Contact and First Level Resolution rates.** Quickly identify and resolve the source of performance delays in leading productivity applications like Microsoft Office and Outlook.



←

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.

Aternity Essentials

Visibility into the performance of every employee device and enterprise application

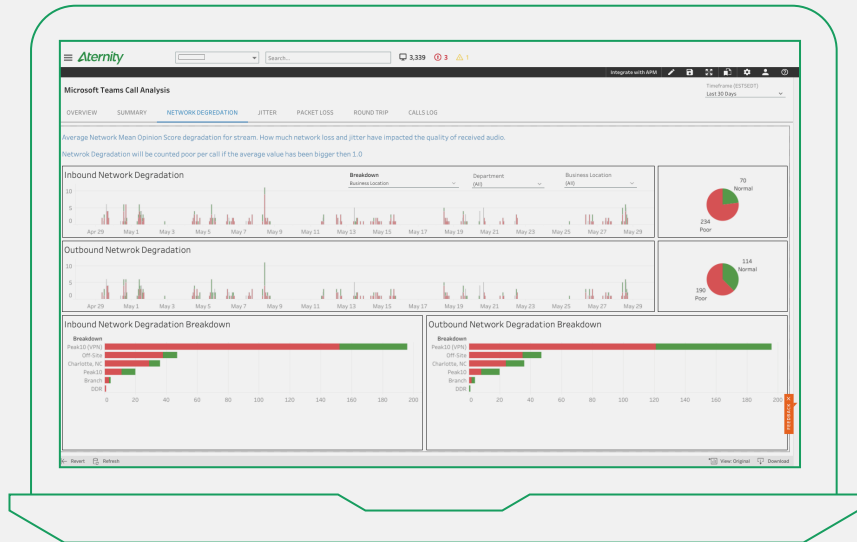
Aternity Essentials provides digital workplace services teams visibility into actual employee experience for every device and business-critical application to enable the workforce to work from everywhere.

- **Mobilize the remote workforce.** Insight into employee experience helps you continually improve service and provision the workforce with a high-performing, cost-efficient tech stack.
- **Application discovery, usage and performance.** Discover every enterprise application in use, even SaaS and Shadow IT, and monitor the performance from the user's perspective.

- **Reduce IT asset costs.** Reduce the cost of device refresh and enterprise software license renewal by considering actual employee experience and application usage.
- **Improve collaboration application performance.** Proactively identify issues with call quality for leading collaboration applications like Microsoft Teams, Skype for Business and Zoom.



Track call volumes and performance by department, geography, and device type to analyze trends in usage and quality.



Aternity Enterprise

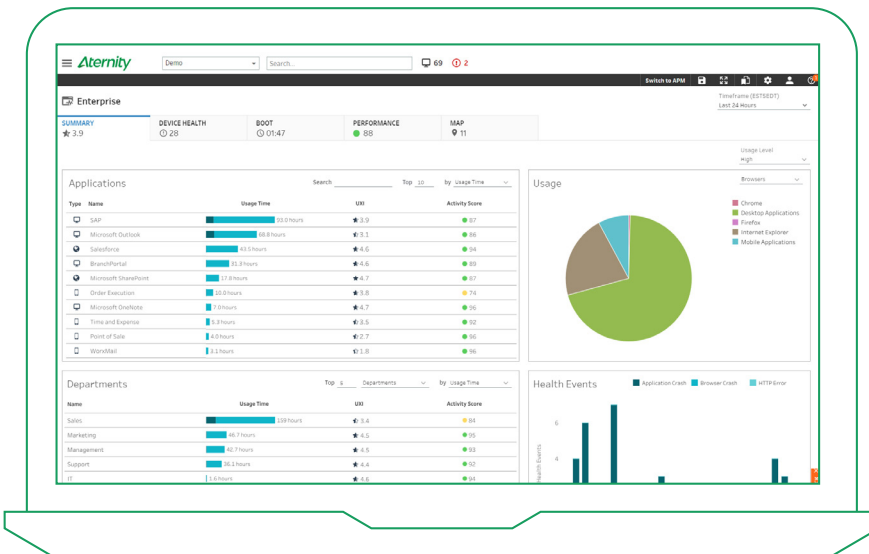
Actionable user experience insights at every device, app and click

Aternity Enterprise brings business context to every end-user, application and activity to inform remediation, drive down costs and improve productivity.

- **Mitigate the risk of IT transformation.** Validate the impact of strategic or tactical IT changes by comparing digital employee experience before and after the change.
- **Benchmark IT service.** Compare your company's digital experience against the hundreds of others managed by Aternity, by industry, geography, or company size to get

insights into improvement areas with the highest potential impact.

- **Continuous service improvement through optimizing critical business application performance.** Eliminate bottlenecks and performance problems with visibility into what employees and customers actually see when they use any business-critical application.
- **Speed up Mean Time to Repair with end-to-end activity tracing.** Observe every business transaction from employee or customer devices all the way through every application service, for full insight into performance.



Aternity automatically discovers EVERY application in your enterprise, tracks actual usage, and provides a score for performance and health, based on crashes, hangs, errors, page load time and wait time.



Aternity Editions

Choose the edition that's best for you. Here's how they compare.

	Fundamentals	Essentials	Enterprise
Device inventory, performance and health	•	•	•
Automated remediation	•	•	•
ServiceNow integration	•	•	•
Chatbot integration	•	•	•
Productivity application performance	•	•	•
Application discovery and usage		•	•
Collaboration application call quality		•	•
Application performance – user experience score		•	•
Application performance – “click to render”	Add-on	Add-on	•
End-to-end activity tracing	Add-on	Add-on	•
IT service benchmarking	Add-on	Add-on	•
REST API	•	•	•
Data retention	3 months	13 months	13 months
Custom advanced dashboards	Up to 5	Unlimited	Unlimited

Optional Add-ons

Aternity offers a set of optional add-ons that enhance the capabilities of the Fundamentals and Essentials editions.

- **Application Add-on:** Enables customers to measure “click to render time” – application performance as seen by employees in the context of a business workflow.
- **Activity Tracing Add-on:** Enables customers to observe every business transaction from employee or customer devices all the way through every application service, for full insight into performance.
- **Benchmarking Add-on:** Enables customers to compare their company’s employee digital experience to that of hundreds of companies and millions of devices managed by Aternity SaaS.



Start your free trial of Aternity today: aternity.com/free-trial

GET STARTED TODAY