

# Alluvio IQ

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Solve problems faster by empowering all IT skill levels with actionable insights and intelligent automation.

When organizations invest in an observability platform that unifies data, insights, and actions across IT, they can resolve problems faster, eliminating data silos, resource-intensive war rooms, and alert fatigue. The Alluvio IQ Unified Observability service enables faster, more effective decision-making across business and IT, codifies expert knowledge so the loss of a critical IT resource does not affect the business, facilitates digital innovation, and continuously improves digital experience for customers and employees.

## Common IT Challenges

Today's IT environments are profoundly more complex than in the past, with immensely more data and alerts to contend with. Most of these alerts supply little context or actionable information to guide the troubleshooting process. It has become nearly impossible to manually investigate every alert. As a result, it is becoming more difficult to separate critical events from the noise or to resolve critical incidents events quickly. Additional challenges include:

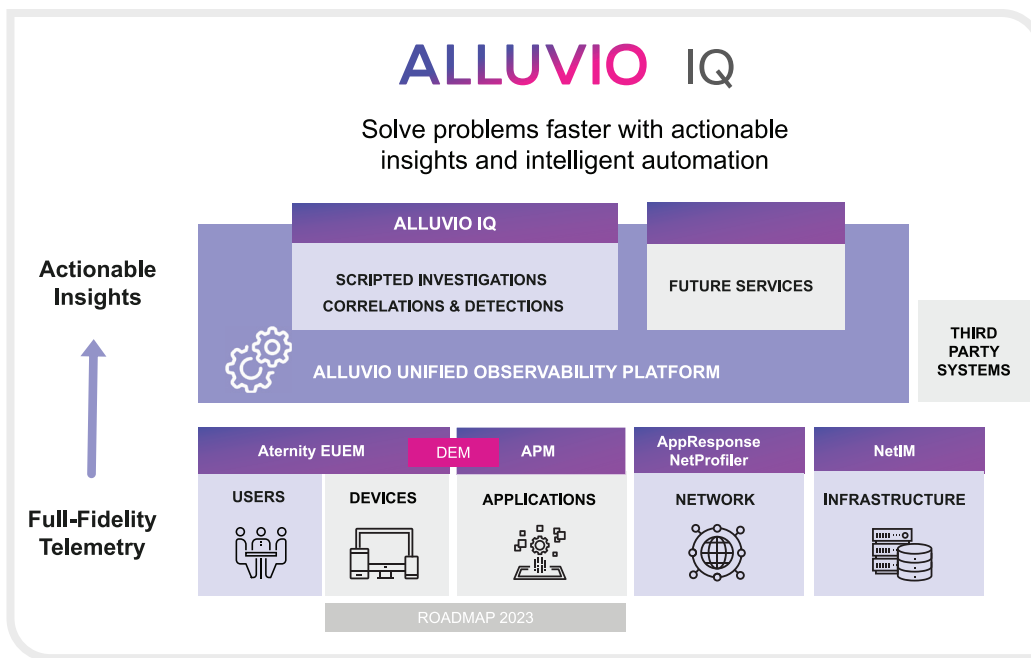
- Some companies deal with the volume, variety, and velocity of data by limiting or sampling data, making decisions based on incomplete snapshots of information
- Enterprises often rely on a small number of highly skilled IT staff to troubleshoot intricate network issues. When they are unavailable, it takes longer to get to resolution, or problems may never get solved.
- For skilled IT team who get pulled into troubleshooting, their primary duties may suffer
- Skilled IT are in high demand and are often poached. They typically have vast institutional knowledge so it's important to protect these valuable employees and retain and share this tribal knowledge.

Lastly, network teams have lost visibility into remote work/work from anywhere architectures. As work from anywhere proliferates, the responsibility for identifying and troubleshooting access and performance issues in these direct-to-cloud and CASB-enabled encrypted, tunneled environments still fall with the network teams' domain. Bottom line: IT staff are losing visibility everywhere.

# Alluvio IQ

Alluvio IQ by Riverbed is a cloud-native, SaaS-delivered, open, and programmable solution for Unified Observability that empowers all IT staff to identify and fix problems fast. It uses full-fidelity end user experience and network performance data across every transaction in the digital enterprise and then applies AI and machine learning (ML) to contextually correlate data streams and alerts to

identify the most business-impacting events. This intelligence also informs investigative runbooks that replicate the troubleshooting workflows of IT experts to gather added context, filter out noise, and set priorities—reducing the volume of alerts to the most business impacting, and empowering staff at all skill levels to identify and solve problems fast.



**Figure 1.** Alluvio reduces the high volume of alerts by correlating multiple high-fidelity trouble-indicators into a single high-confidence incident. It automatically runs customizable scripted investigations to gather additional context, programmatically set the priority, and surface this information so IT staff can quickly resolve the issues that are critical to the enterprise.

## Alluvio IQ Benefits

Alluvio IQ unifies data, insights, and actions, empowering organizations to move from simply monitoring and visibility to reap the benefits of unified observability. Here are some of those benefits:

1. **Reduce MTTR** with actionable insights and intelligent automation that improve digital service quality and enable happier and more productive customers and employees.
2. **Improve first-level resolution rates** by enabling junior teams to do the job of senior staff without needing to escalate.
3. **Increase agility and productivity** by reducing alert fatigue so operators can focus on fewer, more critical events with more first-time fixes.
4. **Enhance IT productivity and collaboration** by bridging data silos across domain-specific IT teams that cause finger pointing and resource-intensive war rooms.
5. **Accelerate digital innovation** by reducing time spent on troubleshooting, leaving more time for revenue-generating projects.

# Key Features

## Full-fidelity Telemetry

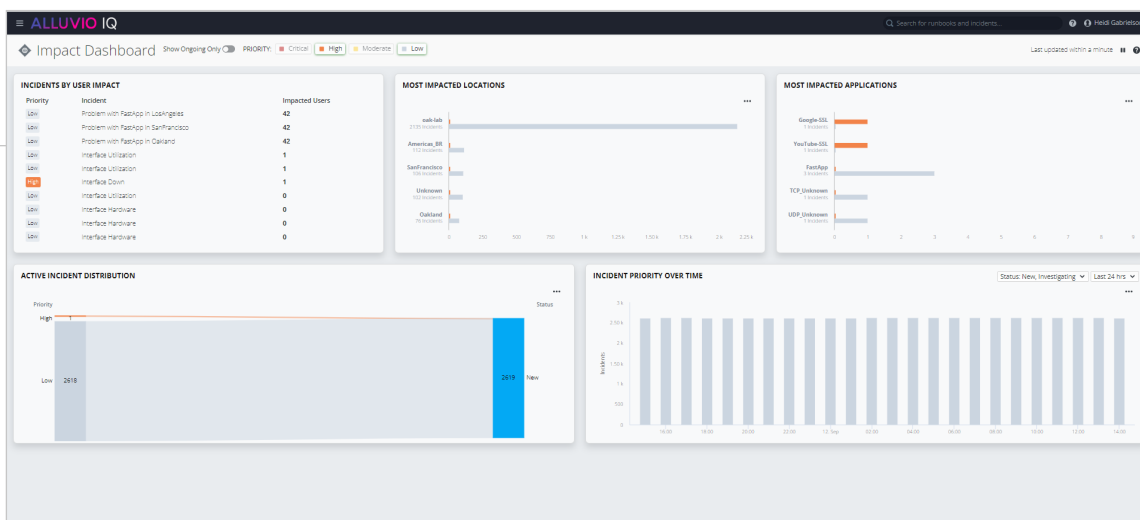
Support for a broad base of telemetry offers a unified view of performance and insights, which is the foundation upon which all unified observability capabilities are delivered. Unlike other products that limit or sample data to deal with the scale of today's distributed environments, Alluvio currently supports full-fidelity metrics from the following telemetry:

- Alluvio NetProfiler network flow data
- Alluvio NetIM device and interface data
- Alluvio AppResponse packet analysis
- Alluvio Aternity end user experience metrics
- Third-party solutions with a public REST API

This richness of data gives IT a complete picture of what is happening, without missing key events.

## Impact Dashboard

Kickoff your troubleshooting investigation in the Impact Dashboard screen where incidents are displayed by user impact, most impacted locations, and most impacted services to help prioritize events and their effect on the business. Also view active event distribution by event priority and how incident priority changes over time.



**Figure 2:** The Impact Dashboard leverages AI and ML-based correlations to identify and highlight the events that most impact your business.

## Incidents List

View and manage all events in one place. Filter incidents by status (new, investigating, on hold, or closed) or priority (critical, high, moderate, or low).

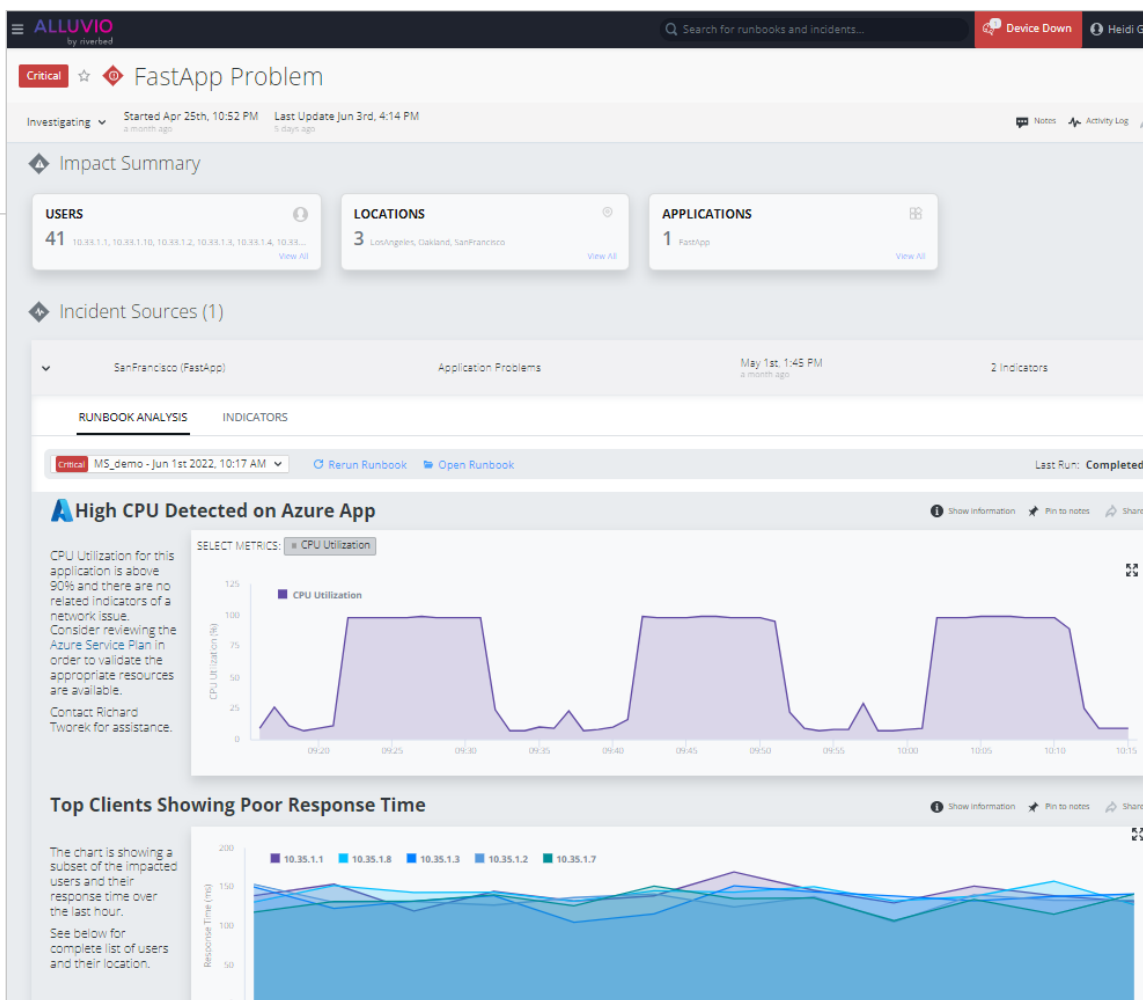
## Correlation

Alluvio IQ delivers actionable insights through AI and ML, including correlation. Unlike other products that correlate events primarily based on time, Alluvio automates the process of gathering and correlating 10,000+ metrics across time, device, location, and applications, as well as leveraging analytics techniques like threshold violations and

anomaly detection. Applying the best analytics to the right set of data provides IT with more accurate insights into the scope and severity of issues and the root cause of poor performance.

## Impact Summary

With the combination of Alluvio and third-party telemetry, intelligent correlation, and workflow automation, Alluvio IQ delivers context-rich, filtered, fix-first insights, ready for IT action. These insights enable effective cross-domain collaboration and decision-making to accelerate mean time to know/resolution.



**Figure 3:** The Impact Summary spells out the root cause of a problem in plain language, and even lets you know what's not part of the issue.



## Identity, Access & Security

- Alluvio IQ supports SAML 2.0-based authentication so organizations can use their trusted identify provider and not need to manage passwords in another tool
- Riverbed has achieved SOC 2 Type II and ISO 27001 certifications. These certifications give organizations confidence that Alluvio IQ has the policies, procedures, and technology to keep data secure and private. For more information, go to the Riverbed Trust Center [riverbed.com/trust-center](https://riverbed.com/trust-center).
- Alluvio IQ is GDPR compliant

## Azure Regions

Alluvio IQ is currently support in the following regions:

- USA
- Germany

## Requirements

Must have two or more Alluvio products:

- Alluvio NetProfiler 10.23 or higher
- Alluvio NetIM 2.6 or higher
- Alluvio AppResponse 11.15 or higher
- Alluvio Aternity SaaS

## Learn More

The Alluvio IQ (Unified Observability platform) applies artificial intelligence to correlate data across domains and automates the investigation process to dynamically surface impactful issues with context, so IT can understand and resolve issues faster. It eliminates data silos and alert fatigue, improving decision-making to continuously improve business continuity.

To learn more about Alluvio IQ, please visit [riverbed.com/alluvio-iq](https://riverbed.com/alluvio-iq).



### 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).