

# Global Top 5 Bank



Global Top 5 Bank Reduces Monthly IT Ticket Volume by 30%, Mean Time to Resolution by 20% by Investing in Aternity

MTRR reduced by 20% | 80% success rate across 6k applications | Monthly ticket volume reduced by 30%

Operating in 35 countries and serving 70 million customers around the globe, a global top 5 bank works diligently to stay ahead of the curve by using best-in-class technology. Their investment in Aternity has transformed their IT efficiency company wide. Faced with challenges to reduce their monthly IT ticket volume and improve observability across close to half a million devices worldwide, this financial institution needed a solution that would integrate with existing tools and replace others, enable automation, and reduce mean time to resolution and ticket volume.

Aternity helped them achieve these goals.

## Responding to a Need for Greater IT Efficiency

Faced with a mandate to improve proactive issue resolution and reduce risk, this global bank explored several solutions to meet their needs. However, budget constraints made it difficult to secure funding for the necessary technical solutions. In addition, the lack of an effective solution made it hard to proactively respond to IT issues.

Another challenge: reducing attrition among 40,000 wealth advisors. They needed to provide a consistent and predictable application environment to wealth managers to better serve customers. Visibility of all devices and installed software was paramount to proactively locate problems that were impacting employees' ability to work.

## The Right Tool at the Right Time

It was at this critical moment that the bank decided to invest in Riverbed Aternity, a digital experience management tool that helps businesses improve the experience of their employees and customers. Not only was the tool cost-effective, but it was able to address most of the challenges the company faced.

## Results

This global bank's investment in Aternity has transformed their IT efficiency, particularly within the Wealth Advisors (WIM) group. The automated resolution of incidents, historically resolved by L1 support, has reduced MTTR by 20%.

In addition, they have achieved an 80% success rate across 6,000 script executions.

With Aternity, the bank has completed agent rollout to all devices, delivered 115 remediation scripts for IT L1 incidents, as well as a proof of concept for alert delivery via webhooks, making the support process much more streamlined.

With Aternity's automation capabilities, this financial institution also reduced monthly ticket volume and non-actionable alerting noise by close to 30%. Ultimately, they were able to increase end user productivity thanks to investing in a solution that helped them proactively respond to issues.



### About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users' experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the *FORTUNE* 100 – we are empowering next-generation digital experiences. Learn more at [riverbed.com](https://riverbed.com).