Riverbed Aternity

360°

Digital Experience

The Visibility Advantage for the **High-Performing Workforce**

How help desk and workplace services teams can see it all, fix it fast, and keep employees productive

riverbed®

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Introduction – The New Mission for IT

The job of today's help desk and workplace services teams is simple in principle but challenging in practice: deliver flawless digital experiences that empower employees to do their jobs, anytime, anywhere, on any device. These experiences are the foundation of an organization's success.

In reality, "flawless" means much more than keeping systems running. It means ensuring every employee interaction with technology is smooth, intuitive, and interruption-free. Whether collaborating on a video call, accessing a mission-critical SaaS platform, or completing tasks on a mobile device in the field, even small disruptions can have outsized effects, slowing projects, creating frustration, and impacting customer outcomes.

To achieve this, IT teams must see everything – every app, every device (laptop, desktop, VDI session, or mobile), every network path, and every human interaction, not just isolated data points or selective metrics. Piecemeal monitoring simply isn't enough.

Where Work Happens Now

Work has escaped the confines of cubicles, conference rooms, and corporate data centers. Today, it lives in a hybrid landscape of devices, networks, applications, cloud-delivered services, and mobile endpoints. Employees expect to be equally productive whether they're in an office, working from home, or performing tasks in the field.

Real-World Examples:

A healthcare worker uses a rugged tablet to update patient charts while on rounds. A momentary network drop delays data sync, forcing a manual re-entry later.

A retail store associate relies on a mobile point-of-sale app during a busy sale. A lag in the payment workflow leads to longer lines and frustrated customers.

A field technician uses a video-enabled collaboration tool to consult with a remote expert. Poor video quality due to mobile carrier packet loss forces a reschedule, delaying repairs.

For service desk teams, the troubleshooting scope is now as broad as the modern workplace itself. A problem could originate in a headset driver, a mobile app's background process, a Wi-Fi router, or a third-party cloud service. Traditional monitoring, focused on siloed metrics like CPU spikes or basic uptime, doesn't provide the context needed to quickly pinpoint and resolve issues, especially in mobile-first workflows.

The Cost of Fragmented Visibility

Employees don't experience their work in silos, so why should IT manage it that way? When visibility is fractured across separate tools for endpoints, mobile devices, apps, and networks, teams end up with disconnected insights that make it nearly impossible to diagnose complex issues.

The cost of this fragmentation is real:

Longer resolution times as tickets bounce between teams and tools.

Escalations that shouldn't be necessary, consuming senior engineering resources and tools.

Employee frustration that builds when problems drag on or repeat without explanation.
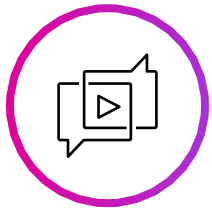
Traditional metrics like latency reports or uptime logs may reveal that something happened, but they rarely explain why it happened or how it affected real users.

Example Blind Spot Scenarios:

A VDI session might pass performance checks yet feel sluggish to the employee due to latency spikes along the virtual desktop delivery path.

A video meeting may degrade not because of the UC platform itself, but due to packet loss over a cellular network.

What if IT could eliminate every blind spot that hides the root cause of digital friction?

Imagine having a complete, 360-degree view that blends technical telemetry with the human experience of work, correlating device health, mobile and desktop application performance, network paths, workflow patterns, and user sentiment. With that context, IT could instantly understand what's happening, why it's happening, and how to fix it—often before the employee even notices a problem.

The Aternity 360° Advantage

That's exactly what Riverbed Aternity delivers. Only Riverbed Aternity is purpose-built to deliver that 360-degree view, capturing the full spectrum of digital experience across every endpoint, application, and employee, whether on a desktop, VDI session, or mobile device.

Aternity continuously measures:

Device health
CPU, memory, storage, thermal performance, and battery status.

Network stability
LAN/WAN performance, Wi-Fi strength, VPN behavior, ISP routing, and mobile carrier performance.

Workflow friction
Bottlenecks and delays in critical business processes, including mobile workflows.

User sentiment and perception
Direct feedback from employees to validate whether fixes improved their experience.

Application performance
Launch times, crash rates, responsiveness, and transaction success rates for desktop and mobile apps alike.

Aternity **Digital Experience Index (DXI)** combines system performance and employee feedback in one score, making it easy to track experience quality, compare desktop and mobile performance, and measure IT's impact on employee satisfaction and productivity.

What is 360° Digital Experience?

A 360° Digital Experience is the complete, continuous view of every factor that shapes an employee's digital work experience. It brings together:

Every environment – physical, virtual, cloud, and mobile

Every layer – devices, applications, networks, workflows

Every perspective – performance data, workflow analytics, and user sentiment

This holistic approach shows IT how tech performs and how employees experience it, enabling faster fixes, proactive improvements, and measurable impact on productivity and satisfaction.

See it Through the User's Eyes

One of Aternity's most transformative capabilities is Aternity Replay, a feature that lets IT watch exactly what a user saw and did during a session.

Replay captures every click, tap, swipe, screen, and sequence of activity in real time, enabling support teams to:

1 Confirm the exact problem the employee experienced.

2 Pinpoint the moment where performance degraded or an error occurred.

3 Understand whether the root cause was application-related, device-related, or network-driven.

A financial analyst's spreadsheet application becomes unresponsive when running complex macros. With Aternity Replay, the service desk can see exactly what the user experienced at the device level, each click, dialog box, and pause, capturing the moment the application stalls due to memory exhaustion on the endpoint. Armed with this evidence, IT can increase system resources and prevent recurring slowdowns, eliminating guesswork and improving productivity.

Unlike traditional monitoring, which leaves room for interpretation, Replay provides visual proof, turning "I can't explain it, but it's slow" into concrete, actionable evidence. This clarity accelerates root cause analysis, reduces MTTR, and eliminates the guesswork that typically slows ticket resolution.

# Always-On Digital Quality Assurance

Proactive experience management means spotting issues before they reach the employee. Aternity achieves this with synthetic monitoring, simulating user workflows, desktop and mobile, around the clock to detect anomalies in application responsiveness, network routes, or critical workflows.

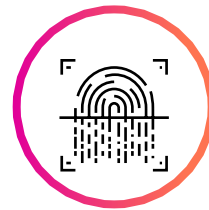## This synthetic data is paired with:
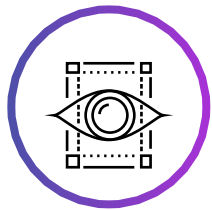
Workflow intelligence
to monitor end-to-end processes.
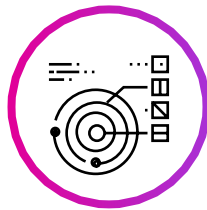
Web journey analytics
to track the performance of customer-facing or employee-facing portals.

Encrypted network path analysis
to diagnose bottlenecks even in secure, encrypted environments.

On top of this, AI-powered automation and remediation can resolve many problems automatically, from restarting a frozen mobile process to reconfiguring a misbehaving service—often before a ticket is ever created.

Frictionless, Resilient, Human-Centered Work

Aternity's mission goes beyond preventing outages, it's about creating a frictionless, resilient, and human-centered digital workplace.

Key enablers include:
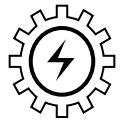
Smart automation
to trigger self-healing workflows, runbooks, or pre-filled support tickets.

Sentiment analysis
to capture user feedback directly within the monitoring framework, ensuring that technical fixes translate into real user satisfaction.

Real-time Unified Communications (UC) visibility
to monitor platforms like Microsoft Teams, Zoom, and Webex from endpoint to network, correlating technical telemetry with real call and meeting quality, on desktop and mobile.

The Future of Digital Experience

The future of IT-led digital experience is proactive, predictive, and people-first. It's about moving beyond reactive monitoring toward a model where:

1

Issues are resolved before they disrupt work, whether on desktop or mobile.

2

Employee sentiment is measured and optimized alongside performance metrics.

3

Infrastructure, applications, and workflows are managed as one integrated experience ecosystem.

Whether it's a remote user battling poor Wi-Fi, a frontline worker relying on rugged devices, or a global team depending on seamless video collaboration, Aternity provides the visibility, intelligence, and automation to keep work flowing without interruption.

OPTIMIZE DIGITAL EMPLOYEE EXPERIENCE WITH ATERNITY

REAL-TIME INSIGHTS & AI AUTOMATION

360°
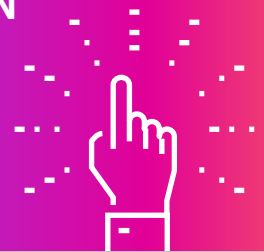
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Riverbed — Empower the Experience

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 that users get the flawless digital experience they expect across the entire digital ecosystem. Riverbed provides two industry-leading solutions: the Riverbed Unified Observability portfolio, which integrates data, insights, and actions across IT to enable customers to deliver seamless digital experiences; and Riverbed Acceleration, which offers fast, agile, and secure acceleration of any application over any network to users, whether they are mobile, remote, or on-premises. Together with our thousands of partners, and market-leading customers across the world, we empower every click, every digital experience. Learn more at riverbed.com.