

Empowering the Modern Public Sector Workforce

Optimizing Experience Across All Mobile Devices



Contents

The Mobile-Driven Workforce Transformation	3
Key Challenges in Mobile Digital Experience	4
The Difference between Mobile Device Management and Mobile Digital Experience	5
The Value of Seamless Mobile Experience	7
The Next Frontier for Frontline Employee Experience	9
Conclusion: Unlock the Full Potential of Mobile Experience	10

The Mobile-Driven Workforce Transformation

In today's rapidly evolving government landscape, mobile devices encompass far more than just smartphones. The modern public sector workforce depends on a wide range of specialized devices—such as rugged handhelds, field tablets, kiosks, and secure mobile endpoints—to perform critical tasks. Government agencies equip their employees with these tools to enhance mission effectiveness, streamline operations, and improve service delivery. Whether it's using rugged devices for field inspections, accessing systems on secure tablets, or engaging citizens via interactive kiosks, these mobile technologies are essential to modern government operations.

As digital experiences increasingly shape organizational outcomes, the demand for comprehensive visibility into mobile device and application performance has never been more critical. This whitepaper explores the key challenges public sector IT teams face in managing mobile experience across a variety of mobile devices and how to solve these challenges.



Key Challenges in Mobile Digital Experience

As mobile devices become integral to government operations, the complexity of managing a diverse array of endpoints continues to grow. Today's public sector workforce relies on a wide variety of mobile technologies—including smartphones, rugged devices, field tablets, and self-service kiosks—each tailored for specific missions and environments. This diversity creates unique challenges for IT teams tasked with ensuring consistent performance, security, and availability. From managing device fragmentation to minimizing operational disruptions and accessing real-time diagnostics, agencies must overcome a range of hurdles to deliver an optimized mobile experience for employees and constituents alike. Let's explore some of these critical challenges in more detail.



Fragmented Device Landscape

Different mobile devices serve distinct purposes across government use cases—smartphones for communication, rugged devices for field operations, tablets for data collection, and kiosks for citizen self-service. Each device type comes with its own unique requirements, software stack, and maintenance demands. Managing such a diverse fleet makes it challenging for IT teams to ensure consistent performance, visibility, and support across all environments.



Impact of Downtime or Poor Performance

When any of these devices experience downtime or slow performance, the effects on employee productivity and mission outcomes are immediate. Frontline workers rely on their devices to do their jobs effectively. A delay or malfunction can result in missed opportunities, decreased employee efficiency and jeopardize mission success.



Need for Real-Time Insights and Proactive Resolution

Given the diversity of devices, IT needs real-time insights into device health and performance across the board. Without proactive monitoring and fast issue resolution, small problems can quickly escalate, leading to more significant disruptions. What's required is a solution that brings it all together—offering visibility and control to ensure smooth operations across every device type.

The Difference between Mobile Device Management and Mobile Digital Experience

Before we dive into the benefits of Mobile Digital Experience (MDX), let's first explore the difference between Mobile Device Management (MDM) and MDX as these solutions differ not only in their focus, but also in the depth of capabilities they offer.

Traditional MDM tools primarily provide control over mobile devices by enforcing security policies, managing device configurations, and tracking hardware and software inventory. However, these tools are often limited to basic device-level management, such as remote wiping, locking, or installing applications, which doesn't extend to understanding how well mobile apps and services are performing on those devices. This lack of insight into the user experience makes it difficult to ensure seamless and efficient interaction with apps, which is crucial for both employees and customers.

In contrast, MDX solutions go beyond traditional device management to provide invaluable insights into how mobile apps and devices are performing in real-time. By monitoring app responsiveness, network performance, and user interactions across smartphones, kiosks, and rugged devices. MDX provides real-time insights that allow IT teams to proactively resolve issues. This holistic approach leads to greater productivity, security, and user satisfaction.

While MDM focuses on securing and managing devices, integrating MDX solutions enhances MDM by offering deeper insights into app performance and user experience. This combination allows IT teams to not only manage device security but also proactively resolve issues impacting app usability and performance. By addressing these gaps, organizations can ensure a smoother digital experience, boosting productivity and customer satisfaction while maintaining robust security controls.

Chart: Difference between MDM & MDX

	Mobile Device Management (MDM)	Mobile Digital Experience (MDX)
Focus	Device security and management	Optimize app performance and user experience
Primary Function	Enforce policies, control device configurations, track inventory	Monitor and improve the digital experience across mobile devices
Key Features	Remote wipe, lock, app installation, security enforcement	App performance monitoring, network insights, real-time feedback
Scope	Device-level control, limited visibility into app performance	Comprehensive view of app usage, network performance, and user interaction
End-User Control	IT-driven control with limited end-user input	Proactive IT engagement with user feedback and real-time issue resolution



The Value of Seamless Mobile Experience

Creating a seamless mobile experience is vital for public sector organizations aiming to remain competitive and advance missions in today's mobile-first world. Prioritizing the mobile experience not only enhances employee engagement and productivity but also ensures smooth interactions between people and technology, leading to improved organizational outcomes. A seamless mobile experience empowers your workforce, fosters collaboration, and streamlines workflows, directly impacting operational efficiency and missions success.

To build an exceptional mobile experience, organizations should focus on several key areas:

- **Mobile-Centric Digital Workplace Strategy:** Develop a human-centered approach that integrates the right mobile technologies into employee workflows, enabling on-the-go productivity and creating an environment where employees can thrive.
- **Mobile App and Device Performance:** Ensure that mobile applications are fast, reliable, and easy to use. Provide employees with high-performing mobile devices that support their daily tasks and operational needs to keep productivity at peak levels.
- **Mobile Collaboration and Communication Tools:** Build a mobile-enabled digital environment that fosters seamless communication and collaboration, enabling employees to work efficiently across different locations and mobile platforms.

By focusing on these critical areas, organizations can create a seamless mobile experience that empowers employees, drives efficiency, and ultimately contributes to long-term success.



The Next Frontier for Frontline Employee Experience

Aternity Mobile, an essential part of the Riverbed Platform for AIOps and Observability, addresses the challenge of delivering a seamless mobile experience across the diverse range of devices employees rely on. Unlike traditional mobile device management solutions, Aternity Mobile provides deep visibility into the performance of various mobile devices, from smartphones and tablets to rugged handhelds. This comprehensive approach enables organizations to enhance their digital ecosystem, improving operational efficiency and employee productivity by ensuring every device performs optimally.

With powerful real-time insights into the health, performance, and usage of Android, iOS, and ChromeOS devices, Aternity empowers IT teams to proactively address issues and optimize the mobile experience. By capturing detailed telemetry metrics—such as app performance, CPU usage, Wi-Fi connectivity, and device health—Aternity ensures organizations can safeguard business continuity while delivering superior digital experiences.

Key features of Aternity Mobile include:

- **Proactive Detection and Resolution:** Monitor hardware issues, battery health, and network performance, including Wi-Fi connectivity, to detect and resolve problems before they escalate. This proactive approach helps prevent disruptions that could affect employee productivity and overall organizational performance.
- **Mobile App Performance Monitoring:** Track the performance of mobile applications, including app crashes, traffic, and adherence to organizational compliance policies. With insights into how Wi-Fi performance affects app usage, IT teams can address network-related issues, ensure app security, minimize downtime, boosting productivity.
- **Wi-Fi Coverage and Connectivity Insights:** Real-time visibility into connectivity issues allows IT teams to monitor signal strength, configuration, and data throughput. This ensures employees can work efficiently without network-related disruptions.
- **Employee Engagement:** Bi-directional communication, enabling IT teams to proactively address device issues, gather employee feedback, and provide personalized support. This fosters higher employee satisfaction and engagement, both critical for organizational success.

Conclusion: Unlock the Full Potential of Mobile Experience

Unlock the full potential of your mobile device ecosystem. Aternity Mobile's AI-driven analytics streamlines troubleshooting, reducing IT workloads to deliver quick, efficient responses. Its comprehensive visibility across all devices ensures no endpoint is overlooked, enabling IT teams to proactively manage performance and optimize the mobile experience. By providing real-time insights, Aternity Mobile boosts employee productivity and drives business success across the entire organization.

FedRAMP Authorized

The Riverbed Platform for Government is FedRAMP High Authorized and has received a DISA Provisional Authorization (PA) at Impact Level 5 (IL5). These designations demonstrate the platform meets stringent federal security requirements to support mission-critical workloads across defense and civilian agencies.



About Riverbed

Riverbed, the leader in AIOps for observability, helps organizations optimize their user's 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 improves 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.