Riverbed Introduces Intelligent Automation to Alluvio Unified Observability

Riverbed Automates Day 2 Operations

IT observability and performance management vendor Riverbed Technology introduced Intelligent Automation, a feature set that enables customers to create automated workflows for Day 2 IT and network operations across its Alluvio Unified Observability portfolio. Intelligent Automation leverages artificial intelligence (AI), analytics, and the Alluvio LogIQ Engine to detect anomalies and correlate events gleaned within the telemetry that Alluvio's network observability, security monitoring, and digital experience management solutions collect.

Intelligent Automation offers end users an environment in which they can build automated workflows using the LogIQ engine, a no-code drag-and-drop workflow builder. These automated workflows are triggered by the insights generated by Alluvio's advanced analytics and correlation capabilities. These workflows can also integrate with third-party systems like ServiceNow's IT service management platform to enable intelligent ticketing.

Addressing Top Use Cases for AI-Driven IT Operations

With digital infrastructure becoming more complex and IT organizations struggling to retain skilled engineers, companies are turning to AI and advanced analytics to automate and streamline IT operations. Enterprise Management Associates (EMA) research recently found that automated troubleshooting and intelligent alerting/escalations/ticketing are two of the top priority use cases that IT organizations target when they start applying AI to IT operations.[1]

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[1] EMA, "AI-Driven Networks: Leveling Up Network Management," April 2023.

With Alluvio's Intelligent Automation capabilities, Riverbed is addressing the key pain points of today's IT organization with analytics-driven automated workflows that can act as a force multiplier for understaffed IT teams. Some of the use cases that Riverbed is targeting with this solution include automated responses to service problems, intelligent ticketing, automated security forensics, and automated end-user device problem remediation.

EMA Perspective

EMA's ongoing research has found that Day 2 IT operations, such as monitoring, troubleshooting, change management, and security incident response, must be automated. Most IT organizations are struggling to hire and retain engineers, which means they lack enough people to solve complex operational problems. In fact, 88% of IT organizations say it is somewhat to very important for their network automation solutions to have Day 2 operations automation, not just Day 0 (provisioning) and Day 1 (configuration). Riverbed's introduction of intelligent automation across its Alluvio Unified Observability portfolio directly engages with these requirements.

With this new advancement of Alluvio Unified Observability, Riverbed now provides a secure and scalable SaaS platform for automated observability and operations based on a foundation of its industry-leading visibility tools for network performance management, IT Infrastructure monitoring, and digital experience management.