

The Riverbed Platform for Government

Unified Observability and Optimization

Mission Readiness Demands Smarter IT Operations

Federal agencies face rising IT complexity, stricter security mandates, and growing demands for resilient digital services. AIOps offers a smarter, more automated path—helping agencies manage critical systems, reduce risk, and operate at mission speed.

Superior digital performance requires more than monitoring. It takes full-fidelity observability—real-time, unsampled data across networks, users, applications, and infrastructure. Sampled or synthetic data falls short when national security or mission success is at stake.

The Riverbed Platform for Government, designed for IL5 and FedRAMP® High environments, gives IT teams—from SecOps to mission owners—deep visibility, faster resolution, and secure operations across edge, data center, and cloud.

By unifying data, automating actions, and applying advanced AI, the Riverbed Platform for Government enables federal agencies to ensure performance, resilience, and readiness across their digital ecosystem.

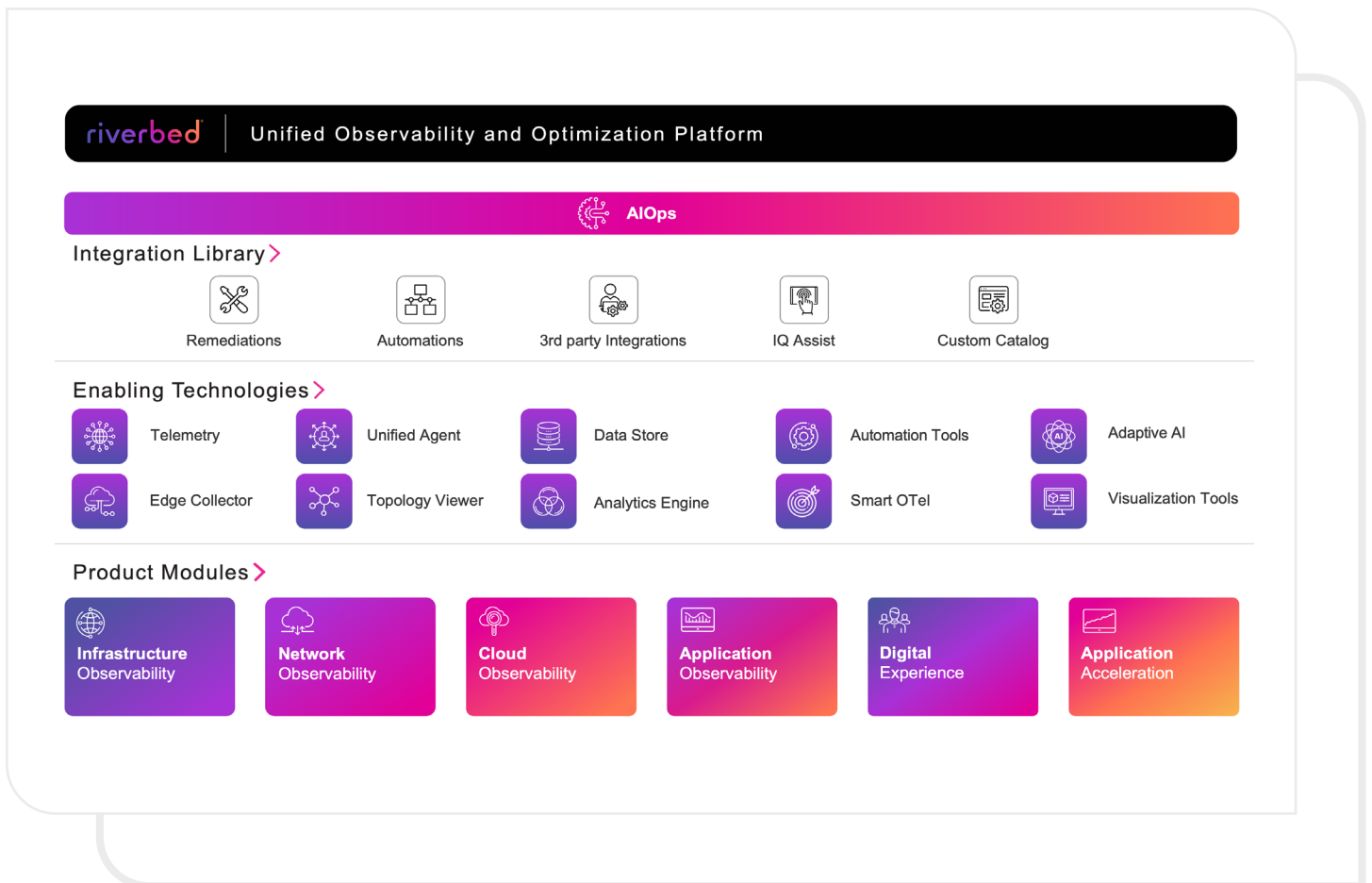


Figure 1: The Riverbed Platform for Government consists of observability and acceleration products, enabling technology that supports the platform, and an integration library of automations, remediations, and integrations.

Full-fidelity Telemetry

Riverbed captures full-fidelity data from across the enterprise for total observability of health and performance. The platform marries infrastructure, network, and application observability across edge, cloud and data center locations with digital experience and application acceleration. The Riverbed Platform for Government leverages AI techniques and automation to bring together key metrics and events for centralized analysis and reporting.

Riverbed Unified Agent provides an innovative common agent strategy that streamlines deployment and management of all Riverbed and select third-party

AIOps Reduces Noise

The Riverbed Platform for Government leverages a variety of AI techniques and correlation to improve and speed problem identification. AI identifies unusual patterns or outliers in IT operations data, while correlation organizes indicators into associated groupings to connect related indicators through use of time, location, connection, and relationship maps. This is done to reduce alert noise and identify and prioritize the business-impacting events.

Automated Diagnosis and Remediation

Automation helps growing businesses scale IT operations by reducing operator drudgery and increasing the speed, quality, and repeatability of analysis. Riverbed automates incident response and remediation of IT problems by executing low-code runbooks in response to a correlated event. IT uses

agent-based offerings. Designed to collect full-fidelity network, user experience and acceleration data from edge, data center and cloud environments, Unified Agent enables massive scalability and efficiencies.

Unlike other products that sample or use synthetic data to deal with the scale of today's distributed environments, our platform captures every transaction, packet, and flow. It also analyzes both quantitative and qualitative user experience for every type of application, including cloud, SaaS, and mobile.

Key AI techniques that Riverbed uses include:

- Causal AI is used to determine the exact underlying causes and effects of events or behaviors.
- Predictive AI identifies patterns in past events and make predictions about future events
- Generative AI is used to generate new content from existing datasets.
- Explainable AI describes an AI model, its expected impact and potential biases.
- Clustering determines if there are any commonalities or relationships between the detected anomalies.

automated investigative workflows to replicate the troubleshooting practices of both ITOps and Service Desk experts. These iterative processes gather supporting diagnostic evidence, build context, and set priorities so IT teams have the data they need to resolve problems quickly.

Riverbed supports four out-of-the-box automation use cases that extract insights from across Riverbed telemetry and third-party tools to enable faster time to resolution:

- **Incident response:** Reduce incident noise by creating fewer, more meaningful alerts and resolve incidents faster and more proactively using runbooks that automate collection of diagnostic data.
- **Security forensics:** Investigate security threats found by traditional security tools by leveraging security runbooks to gather supporting forensics from Riverbed and third-party solutions.

- **Smart trouble ticketing:** With Riverbed AIOps, complex ticketing workflows become razor sharp, highly automated processes. Streamline ServiceNow ticket creation and escalation with context-driven insights that empower IT teams to proactively resolve issues without escalating.
- **Intelligent service desk:** Riverbed Aternity leverages automation runbooks to dynamically replicate advanced Service Desk processes by correlating end-user impact and real-time granular performance data to identify incident root cause.

IT Complexity Demands Mission-Grade Acceleration

Today's federal networks are more complex than ever—spanning cloud, SaaS, Internet, SASE, and edge environments. Supporting hybrid work, mobile users, and mission-critical applications requires more than just connectivity.

Riverbed delivers advanced Acceleration solutions that ensure fast, secure, and reliable access to data and applications—anywhere the mission goes. Whether users are in remote field locations over satellite links, on base, or in a secure facility, Riverbed helps eliminate performance bottlenecks, reduce latency, and optimize application delivery across any network.

When performance impacts mission success, Riverbed ensures your applications and data get there faster, safer, and more reliably.

By accelerating performance across distributed environments, Riverbed empowers agencies to maintain mission continuity, protect productivity, and deliver exceptional digital experiences—supporting warfighters, federal employees, and citizens alike.

The Riverbed Platform for Government

The Riverbed Platform for Government delivers open observability built for mission assurance. It goes beyond basic monitoring by integrating full-fidelity telemetry, intelligence, and automation—turning raw data into actionable insights that enable federal IT teams to make faster, more informed decisions, prioritize resources, and resolve issues before they impact operations.

Built with IL5 and FedRAMP® High-readiness in mind, the platform leverages Riverbed’s digital experience and network observability capabilities to provide comprehensive situational awareness across users, applications, networks, and infrastructure—whether on base, in the cloud, or at the tactical edge. Riverbed helps government agencies ensure operational resilience, cyber readiness, and continuity of mission-critical services.

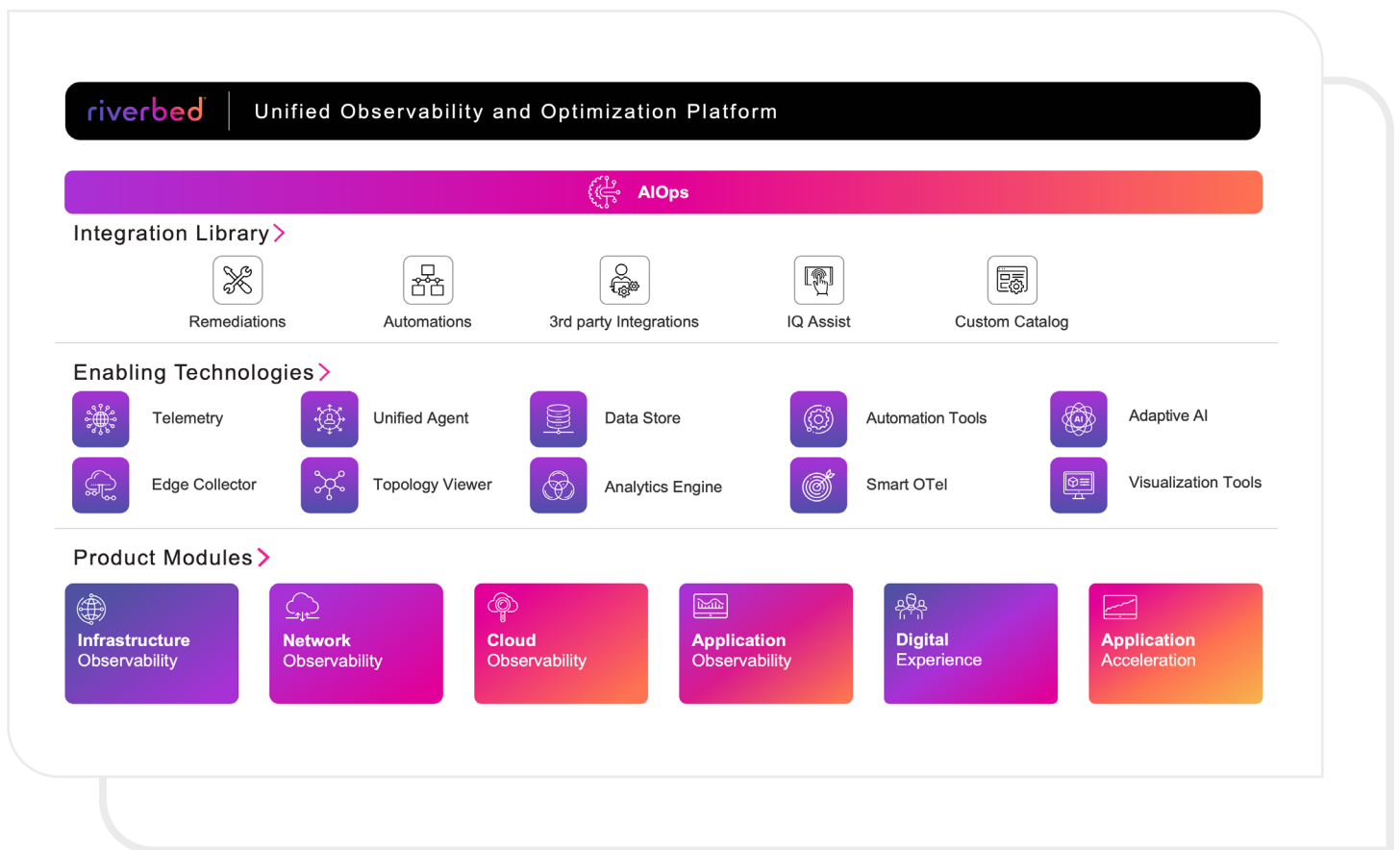


Figure 2: Riverbed is helping it organizations build actionable unified observability and optimization strategies with a full-stack telemetry and an AI engine that are simple, smart, and open.

AIOps

AIOps or Artificial Intelligence for IT Operations leverages AI/ML techniques and automation to get precise root cause, reduce alert fatigue, and enable proactive remediation.

Riverbed IQ Ops for Government

Riverbed® IQ Ops is a SaaS-based, open, and programmable unified observability service that captures full-fidelity user experience, application, and network performance data on every transaction across the digital enterprise. It applies AI and ML and contextually correlates across disparate data streams to identify issues. This intelligence also powers the low-code investigative runbooks that automated

and replicate the troubleshooting investigations of IT experts. It gathers supporting context, filters out noise, and sets priorities—reducing the volume of alerts to the most mission impacting. By unifying knowledge across all skill levels, IT teams can accelerate problem-solving, break down silos, and avoid time-consuming war rooms.

“Riverbed IQ Ops is helping my team realize a self-healing network. Using the built-in features of runbooks and AI/ML we can reduce the number of alerts and capitalize on our automation processes to perform corrective actions to the network before users experience impact. Riverbed IQ Ops is a game changer in monitoring and unified observability.”

Earl Foster, Manager Network Services, American Airlines

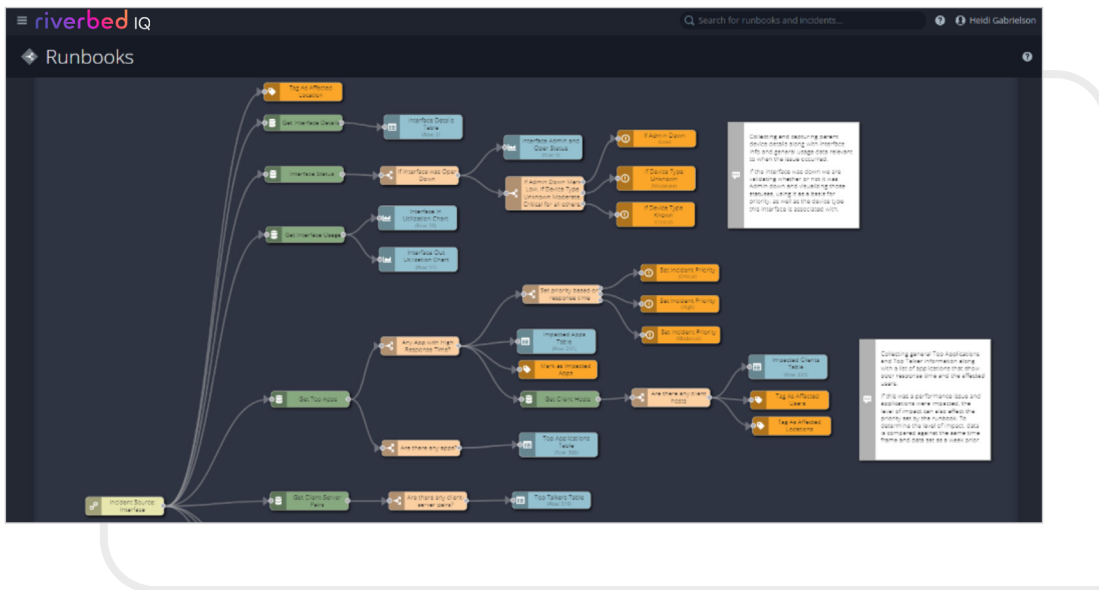


Figure 3: Riverbed IQ Ops low-code runbooks automate the data collection process for guided troubleshooting and faster root cause analysis.

Riverbed IQ Assist

Riverbed IQ Assist delivers Generative AI functionality, based on a secure, private, observability domain-specific large language model (LLM). Riverbed IQ Assist delivers natural language summaries of observability data and incident analysis from across the landscape of deployed observability tools, making it easy to identify and understand anomalies and root causes.

Unlike competitors' GenAI products that require lengthy chatbot interactions, Riverbed IQ Assist provides automated, contextual diagnostic insights upfront. In addition, IT staff can describe issues in natural language to receive prioritized, actionable remediation steps powered by AI. These capabilities simplify diagnostics, empower less experienced staff, and significantly reduce Mean Time to Repair (MTTR) and First Call Resolution (FCR).

The screenshot displays the Riverbed IQ Assist interface for a user named Patsy Pfaff. The main dashboard shows a '4.2/10' device score and a line graph representing system performance over time. Below this, there are sections for 'HEALTH' and 'PERFORMANCE' with various system metrics. A 'Recent Events' section lists health events like 'HD Failure' and 'Application Crash'. On the right, a sidebar titled 'AVAILABLE ACTIONS' provides AI-generated remediation steps for the reported issue of 'Orders portal not responding'.

The screenshot shows the ServiceNow incident management interface for incident INC0012607. The incident details include the caller 'Cindy Johnson' and a 'Short description' of 'Teams: slowness when navigating in the Teams app'. The 'Activities' section features a 'Riverbed IQ Assist' activity with a summary of findings and symptoms. The findings include: '1. Microsoft Teams is not meeting network requirements on PC; 2. Poor network performance measured on Teams traffic; 3. VPN (Zscaler) detected for Teams network traffic; 4. Web Proxy (Zscaler) detected for Teams network traffic; 5. Remote worker context. Out of office'. Symptoms listed are: '1. Slowness when navigating in the Teams app; 2. Slow performance when starting a chat or a call; 3. Overall sluggish performance compared to Zoom'. Sources mentioned are 'Asterisk-LXCM', 'NPM+', and 'ID'.

Riverbed Portal

Riverbed® Portal gives federal agencies a centralized, mission-focused view of digital performance metrics by integrating Riverbed user experience, application, and network data into centralized, dynamic dashboards. The holistic views help federal IT teams visualize, monitor, report, and troubleshoot

performance across cloud, on-prem, and tactical environments. It enables collaboration across operations teams, executives, and mission owners—driving unified situational awareness and improving decision-making at all levels.. Ultimately, IT can fast-track troubleshooting across the entire hybrid network.

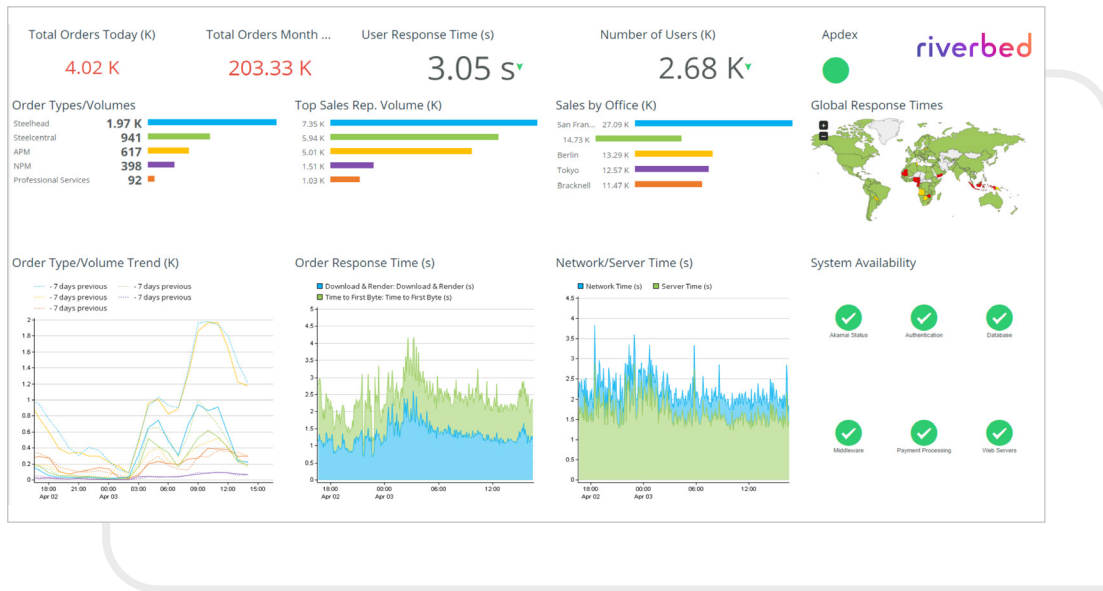


Figure 4: Riverbed Portal redefines how companies visualize, monitor, report, and troubleshoot performance by combining user experience, application, and network data into centralized, dynamic and customizable dashboards.

Infrastructure Observability

Riverbed NetIM

Riverbed® NetIM provides integrated mapping, monitoring, and troubleshooting for your IT infrastructure. With NetIM, agencies can capture infrastructure topology information, detect, and troubleshoot performance issues, map application network paths, and diagram your network. NetIM provides agentless infrastructure component monitoring (SNMP, WMI, CLI, API, synthetic testing,

and streaming telemetry) to deliver a comprehensive picture of how your infrastructure is affecting network and application performance and how that affects user experience. NetIM infrastructure management complements Riverbed's network and application performance visibility.

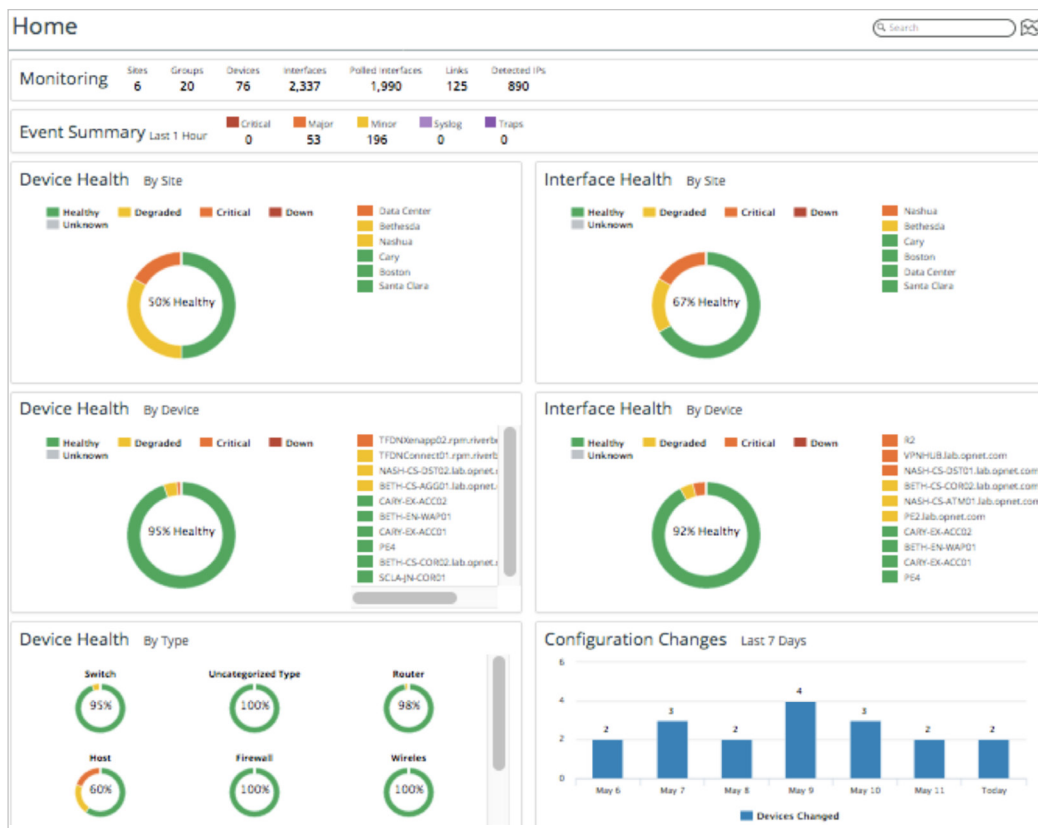


Figure 5: IT Infrastructure Observability.

“There’s no other product that can find the root cause of issues faster than Riverbed’s Network Observability solution.”

Mehmet Arpa, IT Manager, Halkbank

Network Observability

Riverbed Network Observability is an integrated, but modular solution— it can be used to provide a holistic network and application across federal networks and applications, any component can be used independently to solve domain-specific problems. This modularity supports long-term investment protection, enabling agencies to expand observability as needed for greater depth, reach, or scale.

Riverbed network observability portfolio strengthens mission resilience, accelerating operational readiness and supporting the secure transformation from legacy infrastructure to hybrid, cloud, and multi-domain environments.

Our solution helps federal IT teams adapt to disruptions while maintaining continuous operations and safeguarding and safeguarding personnel, systems, and mission-critical assets. Unlike other NPM solutions, Riverbed delivers granular visibility across network domains with full-fidelity data, extracted from packets, flows and device metrics to deliver fast action and insight across hybrid environments. Sustained network innovation expanding visibility across remote, edge, cloud and zero trust environments further solidifies observability and cybersecurity.

Riverbed AppResponse

Riverbed® AppResponse provides powerful, flexible network and application analytics and workflows to speed problem diagnosis and resolution. Functional out of the box with pre-defined insights and a rich variety of performance metrics. AppResponse helps you get answers fast. It combines network forensics, application analytics and end-user experience monitoring in a single solution so you have everything you need at your fingertips to resolve network and application performance issues quickly. AppResponse passively monitors the network and collects packet data for continuous, real-time, and historical application

monitoring. Continuous packet capture means rich troubleshooting details are always available when you need them, saving time and money by minimizing the effect downtime has on mission continuity, operational readiness, or service availability.

Riverbed AppResponse is tightly integrated with Riverbed Packet Analyzer Plus, which speeds real-time network pack analysis of large trace files using an intuitive graphical user interface and a broad selection of pre-defined analysis views.

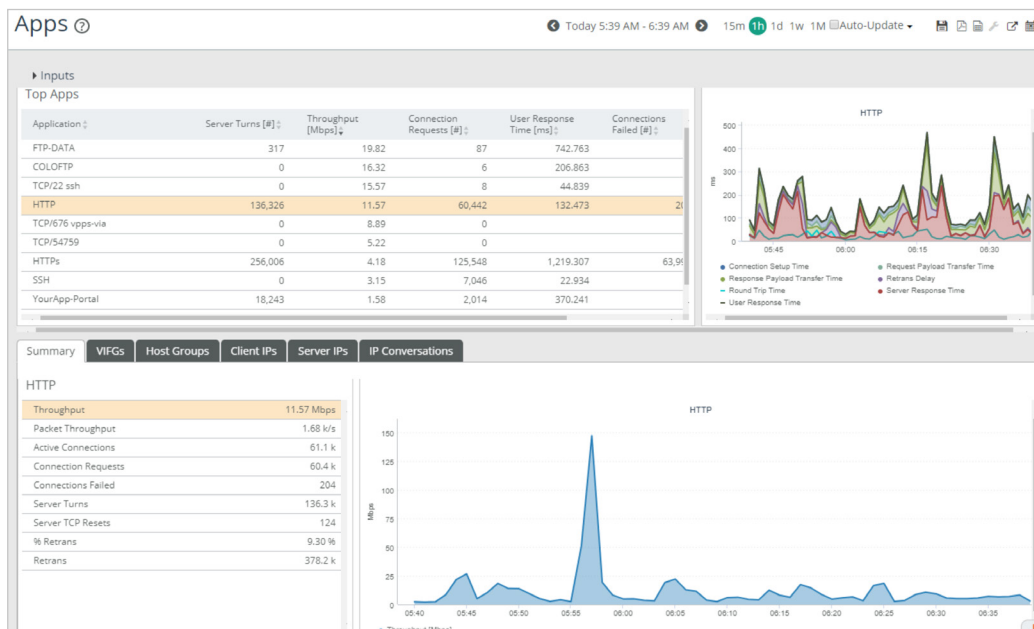


Figure 6: Riverbed AppResponse.

Riverbed NetProfiler

Riverbed® NetProfiler is centralized network flow reporting and analysis that you can use to quickly view hybrid network performance and troubleshoot issues before your agency personnel ever know there is a problem. It can combine network flow data with packet-based performance metrics to provide proactive monitoring, analysis, and reporting. NetProfiler uses automated discovery

and dependency mapping to help understand application services and automated behavior analytics to baseline normal performance and alert on abnormal changes as soon as they occur—typically before users are even aware that performance is degrading. NetProfiler leverages Riverbed Flow Gateway for flow collection, aggregation, and de-duplication.

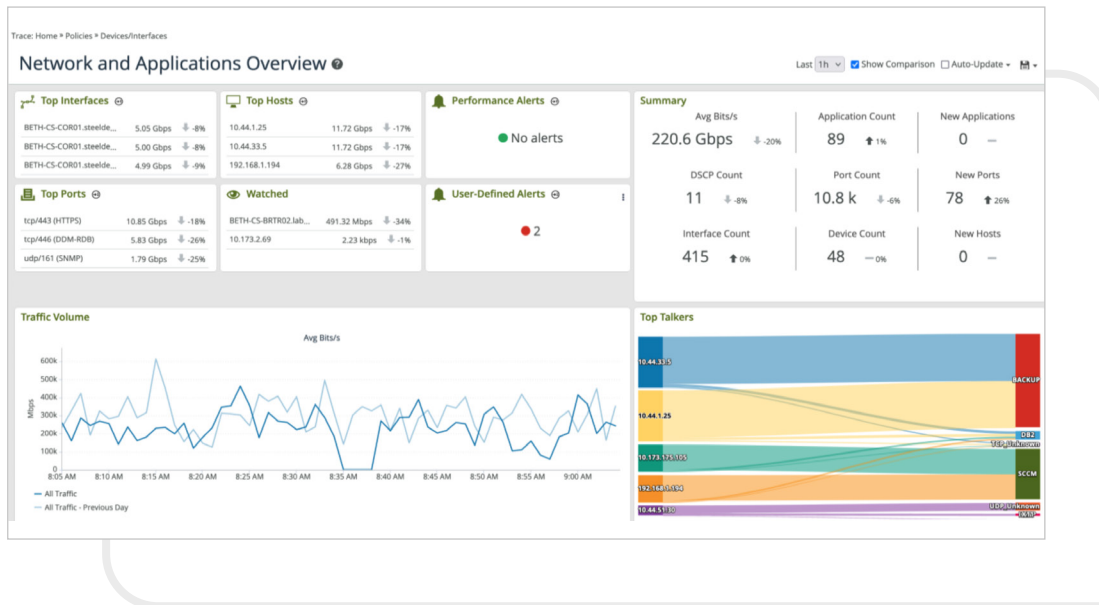


Figure 7: Enterprise Flow Monitoring.

Cloud Observability

Riverbed NPM+ for Government

Riverbed® NPM+ is an IL5 Candidate and FedRAMP® High in process SaaS-delivered service that uses Riverbed Unified Agent to collect packet and unified communications data before it's encrypted at every user and server endpoint. It fills visibility gaps caused by encrypted tunnels in Zero Trust, remote work, and

cloud-native environments. Taking an agent-based deployment approach ensures flexibility, simplicity, and scalability. With this Cloud Observability service, Riverbed takes a revolutionary step towards faster issue detection and higher service availability.

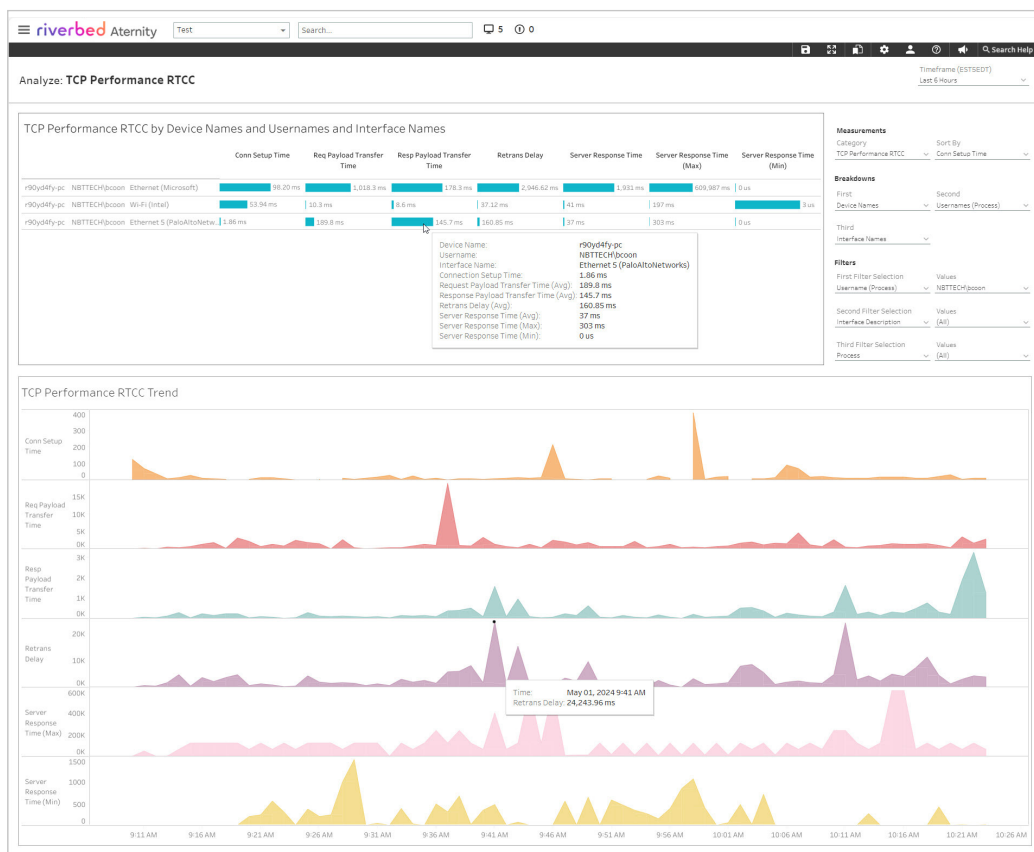


Figure 8: Analyze TCP Performance RTCC.

Digital Experience

Riverbed® Aternity for Government full-spectrum **Digital Experience** provides insight into the business impact of both the customer and employee digital experience by capturing and storing technical telemetry at scale, capturing data across employee devices, every type of business application, cloud-native application services, and end-user sentiment. It unifies the digital experience for customers interacting

with the digital services on your website and for employees servicing customers in the contact center, retail branch, or back office.

With the aggregation of insights across application and device performance along with human reactions, Aternity ultimately provides organizations with total experience for both employees and their customers.

Riverbed Aternity for Government

Deployed as an agent on end-user devices, **Riverbed® Aternity** measures what users actually see for every transaction and every application running on any device. It automatically discovers EVERY app in your enterprise, tracks actual usage, and provides a score for app performance and health, based on crashes, hangs, errors, page load time and wait time. Isolate the causes of delay to the network, device, or application backend to quickly diagnose and resolve user-impacting issues.

Leverage the Riverbed Aternity library of remediation scripts to automatically resolve the most common device and end-user issues across government workforces. Aternity helps federal IT teams improve service delivery, reduce help desk burden, and ensure the productivity of mission-critical personnel—whether in the office, in the field, or supporting remote operations.

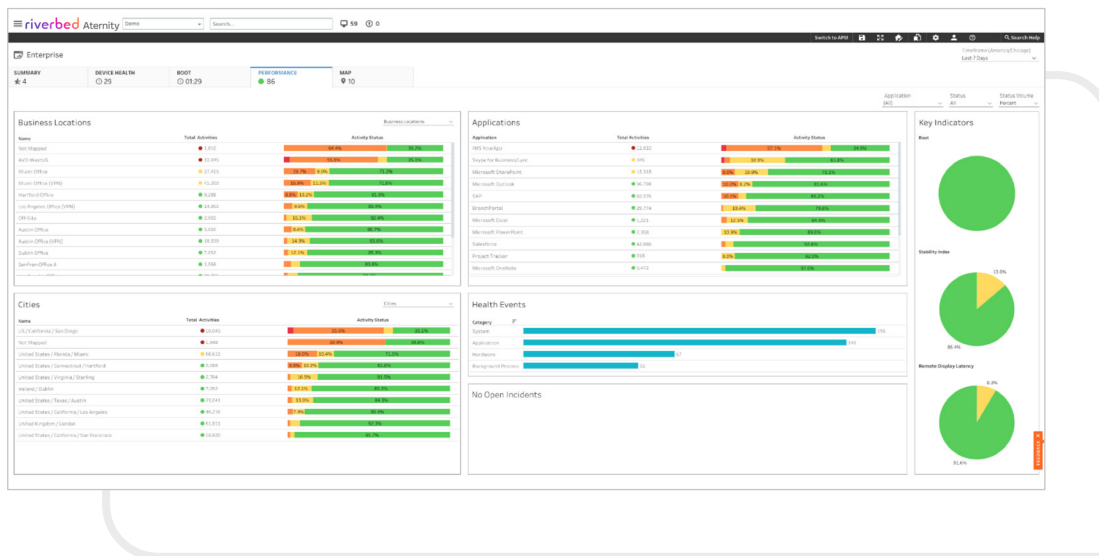


Figure 9: Riverbed Aternity shows you the end-user experience on any application or device. Isolate the cause of delays to the network, device, or app backend to quickly diagnose and resolve user-impacting issues.

Riverbed Aternity Mobile for Government

Aternity Mobile for Government, a SaaS solution, empowers federal IT teams to proactively detect digital experience issues on Android and iOS mobile apps and devices. By implementing prescriptive, targeted actions, it boosts workforce productivity, support mission continuity, and ensure dependable user experiences for both agency staff and field operators. Deployed as a mobile app on Android and iOS devices,

Aternity Mobile represents the next frontier for front-line employee experience, allowing IT to swiftly identify and resolve experience issues for both employees and customers. Additionally, Aternity Mobile for Government provides features such as identifying alerts and fleet inventory, tracking trends to address chronic issues, troubleshooting individual device problems, and monitoring mobile app usage and performance.

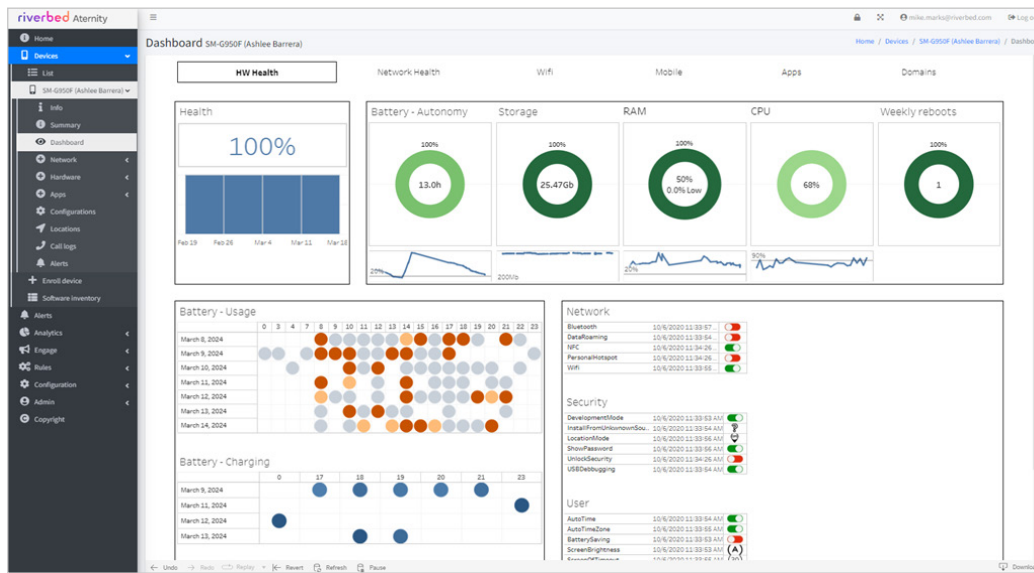


Figure 10: Riverbed Aternity Mobile Dashboard.

Riverbed Aternity Customer Experience

Aternity Customer Experience monitor users' digital experience along their journey across agency web sites and associate performance to business metrics like revenue, conversion rate, and abandonment rate. It helps increase engagement by optimizing the performance of high converting journeys and cost-justifies improvements where poor

customer experience results in drop-offs. Aternity helps prioritize optimizations by web page, device, browser, geography, user persona, traffic source and medium, etc. It automatically locates broken links or out of stock inventory and prioritizes the business impact of repairing those links to improve business metrics and the digital customer experience.



Figure 11: Riverbed Aternity enables IT to measure the digital experience of ALL applications involved in the customer journey – from unique paths across digital services on the website to the business-critical applications used by employees.

Digital Experience Index (DXI)

Riverbed Aternity Digital Experience Index automatically identifies digital experience hot spots impacting users across remote, tactical, and hybrid environments, then sets you on a path to action and improvement. It enables you to tailor your digital experience goals based on industry benchmarks or to your own historical baselines. DXI automatically shows the business impact

of potential improvements on employee productivity by trending performance, associating gaps to lost productivity or revenue, and enabling quick root cause analysis and rapid remediation of the worst performing areas.

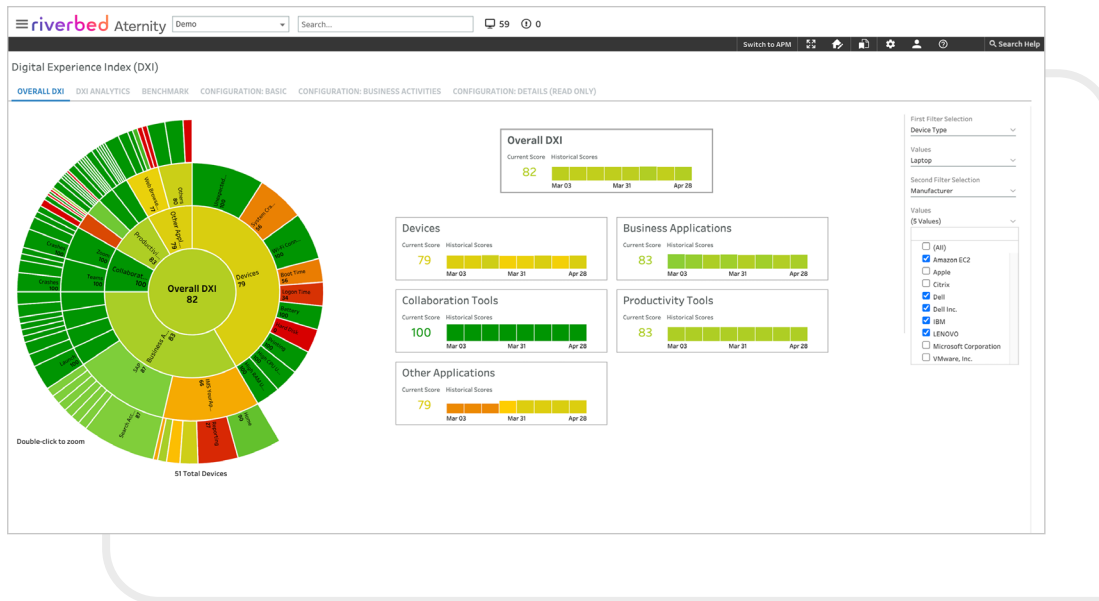


Figure 12: Riverbed Aternity DXI automatically identifies digital experience hot spots, then sets you on a path to improvement.

Riverbed Employee Sentiment

Aternity Sentiment, built into the Aternity Digital Experience (DEX) for Government solution, enables IT teams to identify user experience issues and take prescriptive, targeted actions, to increase productivity, satisfaction, service quality and business performance. With Sentiment, Aternity provides the most complete view of total digital employee experience by tightly correlating quantitative and qualitative measures.

With Sentiment, Aternity correlates aggregated insights on application and device performance data to human reactions, providing the ability to benchmark digital experience against peers.

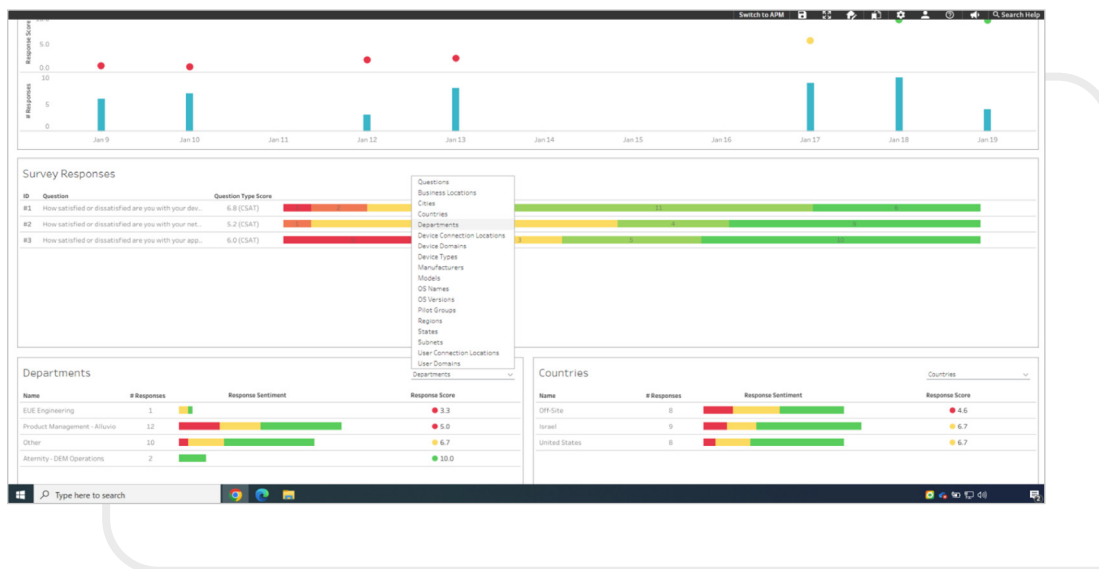


Figure 13: To truly understand the complete digital experience, Aternity Sentiment lets you correlate qualitative employee feedback with full-fidelity quantitative performance metrics.

“We’ve completely transformed the way we manage issues, moving from being reactive to proactive and now we can actually foresee and manage issues before they arise. Riverbed Aternity has transformed the way we work and how IT is perceived as a department throughout the business.”

Donna Lloyd, Senior Enterprise Product Manager, Platforms & Enablement, Enterprise IT, EDF

Application Observability

Riverbed APM for Government

Riverbed APM delivers comprehensive and observability for transactions running on modern cloud and application infrastructures, including Docker, Kubernetes, Red Hat OpenShift, OpenStack, Amazon Web Services, Google Cloud Platform, and Azure. It captures, stores, and indexes across billions of transactions a day without sacrificing data completeness, granularity, or depth, letting you reconstruct incidents in detail with the most

complete distributed tracing in the industry. Designed for simplicity, agility, and collaboration in alignment with modern DevOps requirements, Riverbed Aternity uses lightweight, non-intrusive instrumentation to automatically discover new code components and container instances. Its alerts, metrics, and diagnostics can be consumed across the enterprise IT ecosystem for immediate insight into even infrequent or intermittent issues.

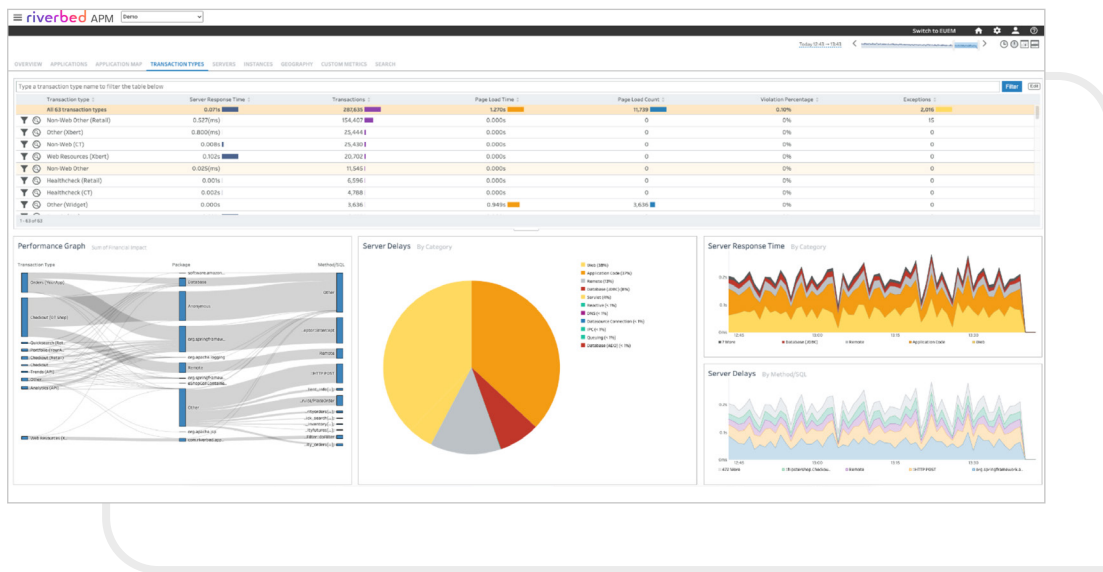


Figure 14: Riverbed APM is fully adapted to the cloud-native ecosystem, delivering comprehensive observability for transactions running on modern cloud and app infrastructure.

Optimization

Riverbed Acceleration

Riverbed Acceleration solutions provide fast, agile, secure acceleration of any app over any network to users, whether remote, tactical, or hybrid environments. Built on Riverbed's decades of WAN optimization leadership and innovation, our industry-

leading Acceleration solutions powers cloud, SaaS, and client applications at peak speeds, overcoming network speed bumps such as latency, congestion, and suboptimal last-mile conditions to empower the hybrid workforce.

“We wanted a solution that could compress data before sending it between sites. We could see immediately how Riverbed's technology could address latency.”

Medhat ElAraby, Vice President, Elaraby Group

Riverbed SteelHead WAN Optimization

The performance of networks and applications directly impacts mission productivity. Riverbed draws from over two decades of experience in driving network and application performance over Wide Area Networks with its flagship offering, SteelHead. SteelHead delivers the underlying technology that helps enterprises of all sizes maximize the efficiency

and performance of the networks and applications used to run modern missions. The SteelHead network optimization and application performance solution is chosen by agencies worldwide to help achieve up to 33X faster application performance and up to 99% data reduction.

“Riverbed's acceleration solution, SteelHead, has improved our network performance by 25%. It enables true caching and is extremely effective in reducing the time we spend on transferring files from one office to another.”

Ray Schumacher, Network Architect, Keysight Technologies

Riverbed Cloud Accelerator

Riverbed Cloud Accelerator is an Infrastructure-as-a-Service (IaaS) environment that accelerates migration and enhances access and reliability for any workload. Cloud Accelerator runs on leading IaaS platforms such as Microsoft Azure and AWS to accelerate migration and access to workloads through proven data, transport and application

streamlining, ultimately enhancing access to mission-critical workloads and delivering reliability, speed, and resilience at scale. Cloud Acceleration enables fast, agile, secure delivery of any cloud workload to anyone, anywhere with up to 50x faster migrations & 99% data reduction.

“Delivering business-critical apps over the Internet saves us millions without sacrificing performance.”

Edward Wagoner, JLL's Chief Information Officer, Americas, JLL

Riverbed Client Accelerator

Client Accelerator extends best-in-class WAN optimization and app acceleration technology to remote personnel working from anywhere, providing fast and secure access to on-prem, IaaS, and SaaS-based apps across any network. The solution also interacts directly with any SteelHead, Cloud Accelerator, or SaaS Accelerator solution to optimize and accelerate on-premises or SaaS applications. The solution offers a flexible, scalable

management tool that streamlines provisioning of large-scale mobile deployments. The Client Accelerator Controller helps IT teams manage client licenses and controls the deployment, management, and reporting of software clients. Client Accelerator enables fast, secure apps and data for today's hybrid workforce with up to 10x faster delivery to desktops and 99% data reduction.

“What Riverbed allows us to do, no matter what application we roll out, is to almost guarantee that document transfer will be more efficient with the Acceleration solutions in place.”

James Oryszczyn, Director of Security and Network Services, Quarles

Riverbed SaaS Accelerator

Riverbed delivers the only cloud-based Software-as-a-Service (SaaS) acceleration service, purpose-built for today's dynamic agency workforces to ensure consistent performance of leading SaaS applications (Microsoft 365, Salesforce, ServiceNow, and more) for anyone, anywhere, regardless of distance.

The solution accelerates SaaS application performance by overcoming network inhibitors such as latency, congestion, and unpredictable user-experiences. SaaS Accelerator supports fast, agile, secure delivery of mission-critical SaaS applications with up to 10x faster SaaS apps and 99% data reduction.

“Riverbed optimizes and compresses the SaaS data perfectly. We see it accelerating the data between Microsoft 365 and the end-user.”

Medhat ElAraby, Vice President, Elaraby Group

Enabling Technologies

Enabling technology are important building blocks of the Riverbed Platform. These tools form the basis of our AIOps platform.

Telemetry: Collection of high-quality data across all elements of enterprise IT landscape to enable more precise AI outcomes.

Edge Collector: Used by the Data Store for secure access between Riverbed IQ Ops and Riverbed’s on-premises NPM products.

Unified Agent: Single agent platform addresses agent fatigue and used to deploy and manage certified modules.

Topology Viewer: Real-time mapping of Cloud, Hybrid, and on-premises infrastructure for AI correlation.

Data Store: An essential element of the Riverbed Platform, and uniquely designed to gather vast amounts of observability data for AI/ML use, without needing to transfer these large volumes of data across the network.

Analytics Engine: Uses AI/ML across data sources to perform anomaly baselining, anomaly detection, correlation, and incident investigation and prioritization for automated remediation.

Automation Tools: Workflows to efficiently manage complex tasks such as root cause analysis, incident investigations, remediations, and for 3rd party integrations.

Smart OTEL: Open Telemetry compliant export of data and insights from Riverbed or 3rd party products to any OTEL receiver.

Adaptive AI: Riverbed’s AI/ML updates anomaly baselines and detections continuously based on real-time observability data. Combines Causal AI, Predictive AI, Generative AI, and Agentic AI as needed for proactive troubleshooting, forecasting, and resolution.

Visualization Tools: Real-time dashboarding and troubleshooting canvas for customizable insights and analytics.

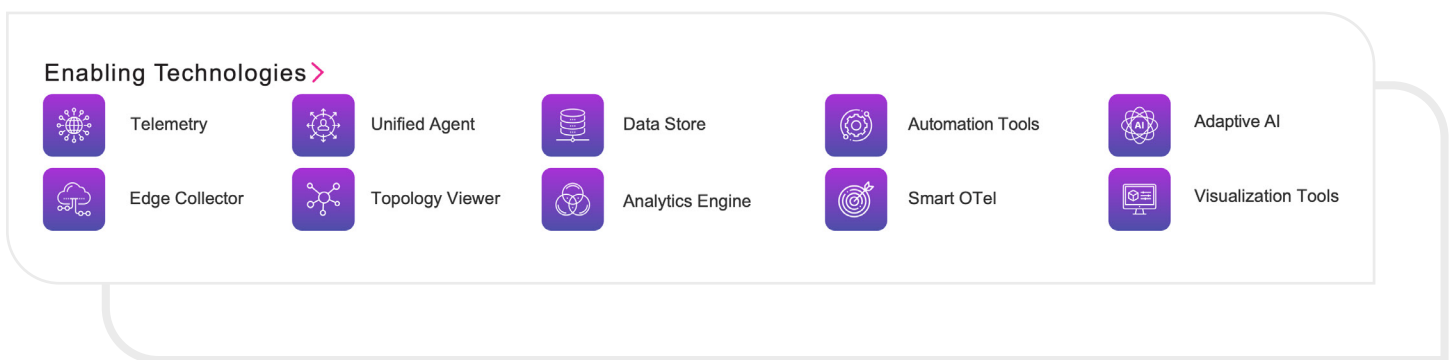


Figure 15: Riverbed Enabling Technologies.

Integrations Library

We know that IT organizations have a diverse set of products from multiple vendors. We believe a platform needs to be open, it should embrace your current investments and doesn't force you to change the way you want to work. Riverbed's integration library offers a collection of ready-made, no/low code remediations, automations, and application integrations to popular third-party products.

This means you can leverage your existing investments and reduce management complexity.

Use our pre-built integrations or use our tools to make your own, the choice is yours.

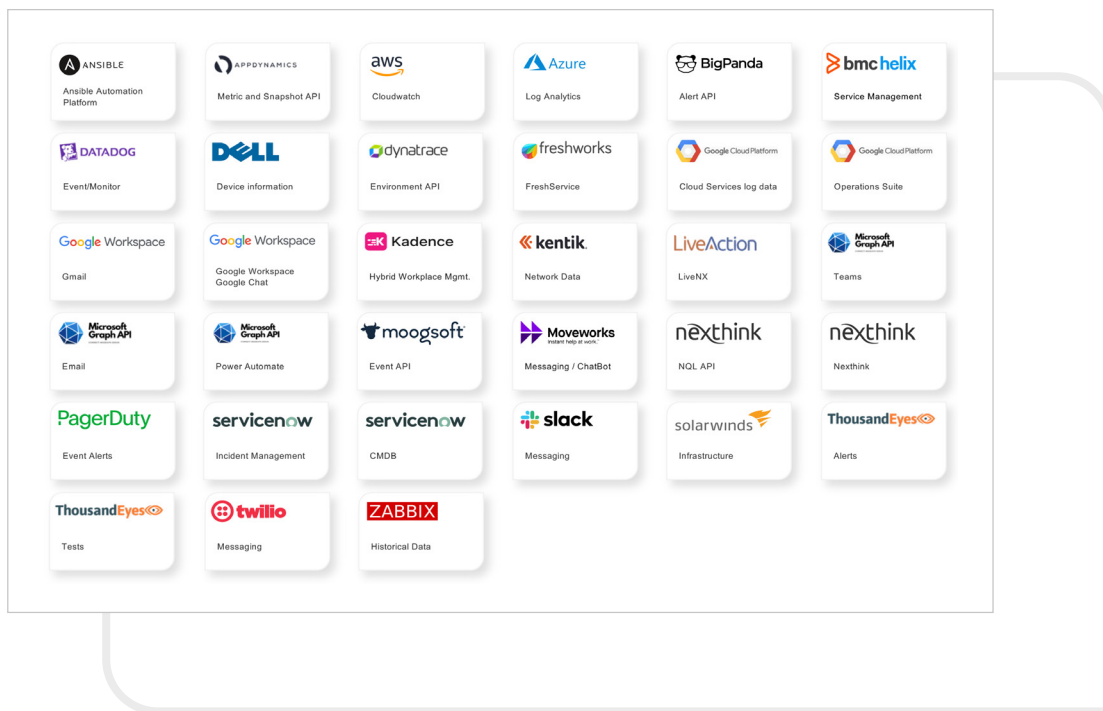


Figure 16: Open support of 3rd party applications.

Learn More

For more information about the Riverbed Platform, visit riverbed.com/platform/.



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.