# riverbed®

# Tate & Lyle

TATE & LYLE



**FTSE 250 global supplier of food and beverage ingredients reduces software costs and improves network visibility to deliver a transformative user experience.**

Tate & Lyle is a British-headquartered, global supplier of food and beverage ingredients to industrial markets. The company was founded in the UK in 1859, and is listed on the London Stock Exchange and on the FTSE 250. Tate & Lyle has an annual revenue of £1.375 Billion and employs around

3,700 people worldwide. The company started using Riverbed Aternity Digital Experience Management (DEM) in 2021 to improve its employee digital experience. It required a product that would be proactive in identifying user issues and would be able to audit and report on unused software licenses.

After considering three different tools from other providers, Aternity was the only one that could support key business processes and deliver a seamless digital experience for its employees.

## In Brief

### Challenges

- Lack of visibility and understanding of the user experience
- Requirement to improve employee productivity and reduce operational costs
- Proactively detect technical issues before they become systemic

### Solution

- Riverbed® Aternity

### Benefits

- Increased visibility across all data points, applications, and end-users across the organization
- Improved levels of monitoring of end-user needs
- Reduced operational costs
- Better decision-making and improved business performance and employee productivity

# Challenge:

## Proactively identify and resolve end-user issues

For Tate & Lyle, providing employees and customers with the best possible experience is key. The company wanted to develop a deeper understanding of how they could support their users and provide them with a stable and productive IT environment.

They wanted to be proactive in responding to technical issues even before users had noticed the issues themselves. They also required a platform that could support software licensing auditing and O/S testing. Overall, the company wanted to continuously improve its customer satisfaction, boost employee productivity and maintain its brand reputation.

# Solution:

## Gaining end-user visibility with Riverbed Aternity

Riverbed Aternity Digital Experience Management (DEM) tracks what users actually see when they interact with applications on their devices, which enables Tate & Lyle to resolve issues quickly.

Response time breakdowns are shown between the client device, the network, and the application back-end, so IT can identify and fix issues as they arise.

"The high level of monitoring and measuring Aternity offers is a unique function to Riverbed. It enables us to make even better decisions to continuously improve our digital employee experience and business performance."

Brett Edwards
Global IT User Adoption Manager at Tate & Lyle

"This is a transformative technology that helps our users get on with their job without frustration or distraction. It gives my team the scope to work more efficiently, which has transformed the way we work and how IT is perceived as a department throughout the company," explains Brett Edwards, Global IT User Adoption Manager at Tate & Lyle.

# Benefits:

## Minimizing time and cost implications

For Tate & Lyle, the principal benefit of using Aternity is the visibility it provides over the end-user experience. The company can measure data remotely, proactively, and non-invasively, enabling IT teams to identify issues before users are even aware of them. For example, hard drive batteries can be replaced before they fail, minimizing user downtime.

The company has made significant savings by using Aternity to free up expensive, unused software licenses. Having the ability to allocate the correct number of software licenses to its user community has meant that Tate & Lyle benefits from a good return on investment.

Likewise, being able to fix issues before users report them has resulted in minimizing the time and cost implications that are typically associated with hardware and software faults.

"Aternity has assisted my team in being more proactive, which results in our users increasing their productivity. It provides us with facts and accurate insights, rather than us relying on anecdotal feedback, which is hugely beneficial to reducing operational costs."

Brett Edwards
Global IT User Adoption Manager at Tate & Lyle

The self-healing nature of Aternity has enabled Tate & Lyle to create, modify and expand its library of automation scripts so they can automatically resolve the most common device and user issues. The product automatically discovers every application across the organization, tracks actual usage and provides a score for application performance and health, based on crashes, hangs, errors, page load times and wait times.

"I would 100% recommend Aternity. It's one of the first tools the team open on a daily basis and it has become an essential resource. It has provided us with a clear view of the digital experience by bringing together the metrics from devices, applications and the network all into a single view dashboard," concludes Edwards.

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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.