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Time Saved is Time Invested

AIOps and the Pharmaceutical Industry

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Pharma Landscape: No Time to Waste

Digitalization continues to change the pharma landscape. In our new omnichannel world, employees expect seamless experiences at every touchpoint of their digital journey. Put simply, the people critical to progress in pharma have no time to waste.

Scientists and technicians are under pressure to get lifesaving drugs to market more quickly. And with R&D being the lifeblood for pharma, closing the gap between technology, talent and science is critical to empowering and accelerating innovation.

Delays have a huge impact, not just on speed to market and getting drugs into the hands of patients, but also on general productivity, revenue, profitability, reputation, and shareholder value. Wasted time also makes it more challenging to attract and retain world-class talent. Furthermore, IT and infrastructure downtime and friction in remediation leave pharma companies behind the competition in the drive to serve patients, healthcare systems, and societies globally.

All of this means one thing: time saved, is time invested.

The pharmaceutical industry needs IT systems and infrastructure that support critical digital transformation and empower employees so they can pool their focus on core value-add activities like R&D.

Pharma Future: Time to Adapt

While science is constantly evolving and the pace to get drugs to market is accelerating, pharmaceutical companies remain driven by the same conviction: **creating a better life for people everywhere.**

The life-saving potential of innovation requires leaders to seek new ways to futureproof their organizations. The industry has not dealt with this much disruption in decades and the shift towards AI adoption, new technology implementation, and global collaboration, all within a heavily regulated environment, is forcing IT teams to transform their organizations.

By reimagining your business, you can allow your smartest people to thrive in a tech environment where every interaction is efficient, future-ready, and customer-centric.

Digital transformation is at the center of progress. It impacts your people, your processes, your products, and the fundamental operation of your business.

Modernize from the inside out

In response, pharmaceutical companies need to embrace digital transformation and modernize from the inside out. With digital tools and data analytics changing how we make medical advancements and do R&D work, having the right technology is key to staying at the forefront of innovation in the pharmaceutical industry.

Delivering this isn't always easy.

Overcoming regulatory obstacles, navigating the complexities of clinical trials, and adhering to stringent safety requirements often result in prolonged drug development timelines and escalating expenses.

Meanwhile, IT teams are already facing a myriad of challenges, including the need to adapt to oversee global networks with multiple data centers, hybrid cloud infrastructure, and SaaS applications.

And yet, there's an answer out there.

SPEED

Scientists and lab technicians are under immense pressure to deliver clinical trials and research – fast. Reduced log-in times and application load times are imperative to ensure they can do their work efficiently.

PRODUCTIVITY

R&D teams expect the most modern tools to do their work. After all, they're at the forefront of innovation. Technology issues that go unsolved or require waiting for technical support pose a big challenge for the advancement of the medical field.

SHIFT LEFT

Automation and new job requirements are expected to affect 90% of the workforce, forcing IT teams across pharmaceutical companies to adopt long-term strategies focused on talent retention, upskilling, and modernization.

Pharma Forward: Time to Unify

Every pharma company looking to accelerate the speed and performance of their IT infrastructure should be looking to Unified Observability.

Unifying data, insights, and actions helps pharma organizations run IT operations more efficiently, to enable faster, more effective decision-making and improve the digital experience for scientists and technicians – which in turn drives competitive advantage.

Unified Observability offers a comprehensive solution by providing pharmaceutical companies with end-to-end visibility into their IT environment, from applications and networks to devices and infrastructure.

By leveraging advanced analytics, automation, and AI-driven insights, Unified Observability empowers IT teams to proactively identify and resolve issues, optimize performance, and ensure compliance across the organization.

It allows you to create positive impact across four key areas, which are outlined further on the following pages:

Create more time – from core business to scientist and technician R&D

Unlock profitability through business-critical IT systems

Enhance the employee experience to empower and project valuable talent

Build brand trust by reducing risk and focusing on quality and sustainability

Delivering the Difference with Unified Observability

Making every second count

IT teams are often bombarded with alerts, tickets, data, and day-to-day complexities. Meanwhile, inefficiencies remain – and teams have limited opportunities to find and fix them.

Therefore, pharma organizations must look to accelerate digital transformation, minimizing downtime and modernizing applications to allow for new levels of speed and innovation. Only by levelling-up your tech environment can you give precious time back to R&D.

Unlocking profitability

Errors, application performance, silos and system blind spots, and workarounds all reduce your productivity.

Strategic optimization of IT - from applications and users to their devices and networks – can enable you to consolidate tools, cut costs, and streamline operations.

With modernized R&D systems and optimized drug manufacturing, you'll achieve the kind of transformation that puts you on the path to increased profits. It'll also give your people the right environment to do what they do best and get your drugs in the hands of patients faster.

> "Leading companies will likely invest in digital technologies such as AI, data analytics, and machine learning to help accelerate the drug development process."
>
> **Glenn Hunzinger,**
> **US Pharma and Life Sciences Leader,**
> **PwC US**

Delivering the Difference with Unified Observability

Protecting valuable talent

If your IT teams are bogged down with manual tasks or firefighting, critical issues can go unnoticed and escalate into prolonged downtime. With automated, AI-driven IT analysis and reporting, you can auto-remediate issues before they impact productivity and allow your teams to work on advancing research. This not only helps with employee retention, it also helps protect IP – and stay ahead of the competition.

How to Reimagine the Pharma Employee Experience

Your R&D teams are moving at a very fast pace, and their digital experience needs to keep up. Everyone is competing for new scientific discoveries, so it's crucial to speed up developing these ideas to get them to market quicker.

Addressing these challenges calls for the implementation of advanced IT systems to empower research scientists and clinical data managers in their roles. This entails the modernization of Laboratory Information Management Systems (LIMS) and clinical trial systems, incorporating AI and automation, and ensuring robust governance and control – all while optimizing resource utilization, both economically and environmentally.

Building trust while focusing on sustainability

The pharmaceutical industry operates within a highly regulated environment where maintaining trust is critical. It's key to futureproofing your pharma brand, and to maintain trust, organizations must accelerate digital transformation, reducing risk, and staying ahead of growing complexity and regulation. By collecting the full spectrum of observability data across your technology stack and applying powerful AI, correlation, and automation techniques, your AIOps teams can thrive in the evolving digital landscape, improving diagnosis, and optimizing decision-making.

In addition, increased focus on environmental sustainability and supply chain optimization has become an integral part of all leading pharmaceutical companies. Unified Observability allows IT teams to become a part of the solution, by monitoring CO_2 emissions from IT assets, as well as implementing smart device refreshes to reduce unnecessary waste, and lowering energy consumption from egress traffic in cloud-based systems.

Ready for an AIOps platform that gives time back to R&D?

58% Accelerated application log-in times

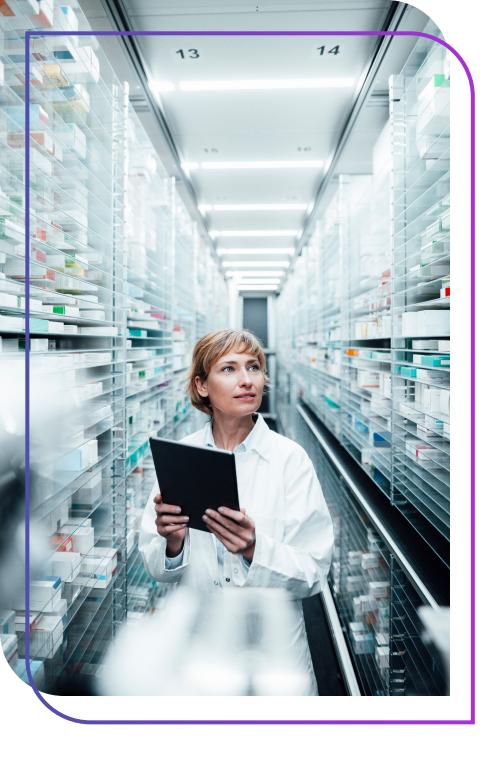**70%** Reduction in MTTR for your service desk teams

89% IT Leaders believe unified observability can bridge the IT skills gap

"It is beneficial for pharmaceutical and life sciences companies to take a step towards sustainability. Firms that pursue a sustainable strategy and solidify their reputation as a sustainable company will gain the trust of governments, global institutions, and other stakeholders".

Dr. Robert Paffen,
Leader Risk & Regulatory, PwC

Next Steps:
It's Time for Riverbed

The Riverbed AIOps Platform gives pharmaceutical companies the confidence and agility they need to increase productivity and enhance operational efficiencies.

We help pharmaceutical companies across 126 countries run more effectively and transform into the future. With Unified Observability, we help you collect, analyze, and report data across your IT environment, so your teams can focus on delivering impact.

Your AIOps teams could increase efficiencies, reduce errors, and improve application performance as part of a digital transformation that's key to pharmaceutical companies delivering life-saving drugs to market faster and increasing profits.

With the Riverbed platform, pharmaceutical companies can:

Modernize their R&D systems

by identifying performance and operational improvements to LIMS, Bioinformatics, and modelling tools; managing the transition to new systems; and ensuring R&D application and network performance with proactive IT service management.

Optimize manufacturing plants

by monitoring performance of ERP, MRP and SCM systems and processes; applying auto-remediation to ensure productivity; identifying improvements to networks, devices, and applications.

Simplify regulatory compliance

by auditing environment and application usage; automating data management; validating device configurations; identifying unauthorized and shadow IT.

Decentralize clinical trials

by monitoring the experience of clinical trials for patients, advocacy groups, clinicians, and healthcare providers; supporting and optimizing clinical trial applications; comparing experience and productivity across different channels; and identifying improvements to networks, devices, and applications.

Prioritize environmental and social governance

by reporting insights into energy consumption and carbon emissions at the individual, organizational, and company level; identifying devices and infrastructure with high energy consumption; lowering energy consumption by adjusting device power plans and educating users on energy efficient use; and reducing waste through smart-device refresh programs.

Partnering for Success: Your Business. Only Better with Riverbed.

1

9 of the world's 10 largest pharmaceutical companies use Riverbed

2

10 of the world's 15 largest pharmaceutical companies use Riverbed Unified Observability

3

More than **3 million** auto-remediations per year at pharmaceutical manufacturers

4

Riverbed is used by pharmaceutical manufacturers in **126 countries**

Riverbed customers report:

80%

Reduced troubleshooting time by 80%

50%

Reduced service-impacting errors by 50%

20%

20% increase in employee productivity over 3 years

Discover how Riverbed provides seamless digital experiences in the pharma industry.

BOOK A FREE DEMO TODAY ›

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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.