



# Intelligent Incident Response

## Key Drivers

- Increased urgency to reduce IT costs in today's economy.
- Strategic focus on improving employee & customer experience.
- Skilled engineers spend more time fire-fighting than on innovation.
- Incident volume and complexity are reaching critical levels.
- Automation scope is narrow due to limited insights and access across IT operational silos.

## Figures

- Average MTTR ranges from 24-48 hours.
- Average Ratio of ITSM tickets to technicians is around 70-80 tickets per technician per month.

According to a recent IDC survey, "54% of organizations use six or more discrete tools for IT monitoring and management. Yet, 60% of respondents agree that most monitoring tools serve narrow requirements and fail to enable a unified and complete view of current operating conditions."

### Ticket Cost

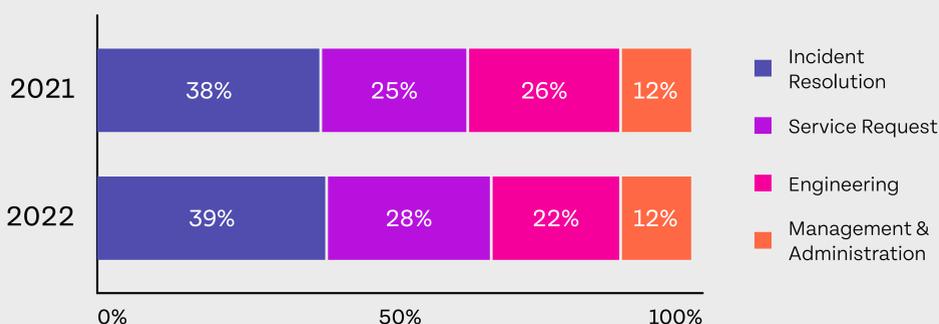


The cost of a ticket increases significantly as it escalates from Level 1 to Level 3.

Incident Response is the largest portion of IT Spend and it's growing.

## Digital Workplace Services FTE Distribution

By Task



## With Riverbed, Incident Resolution is Reduced From Hours to Minutes

### Riverbed IQ

Automation is completed across multiple teams (e.g. App Services, Load Balancing, OS, IT, Network) and multiple vendor platforms

## Benefits with Riverbed

- A mining company with 37,000 devices remediations over 150,000 desktop events a year.
- Cost Savings for incident avoidance: \$469,00 Monthly | more than \$5.6 Million a Year
- A Global Credit Union reduced incident counts by 150-200 per month with auto remediation

"We've used auto remediation to reduce our incident counts by 150 to 200 in a month in one particular case," says Horner. "We analyze the user's hard drive, and if the hard drive is about to fill up, we have a script that automates the clean-up of the drive."

- Global Credit Union



For more information on Riverbed, visit:

<https://www.riverbed.com/products/aiops/>