# riverbed

Meeting Customer & Employee Digital Experience Expectations within FSI

FSI Organisations are focused on improving digital experience for their employees and customers. From online banking, to call centers and retail branches, Riverbed helps improve employee productivity and customer experiences.

Shift Left

Resolve service desk incidents **faster and more efficiently**

- **Reduce cost,** improve user satisfaction and efficiency
- **Isolate the source of delay** to improve mean time to repair (MTTR) with AI-driven self-healing and proactive service assurance
- **Mitigate risks** by resolving issues early in the support process and minimizing the potential impact of incidents
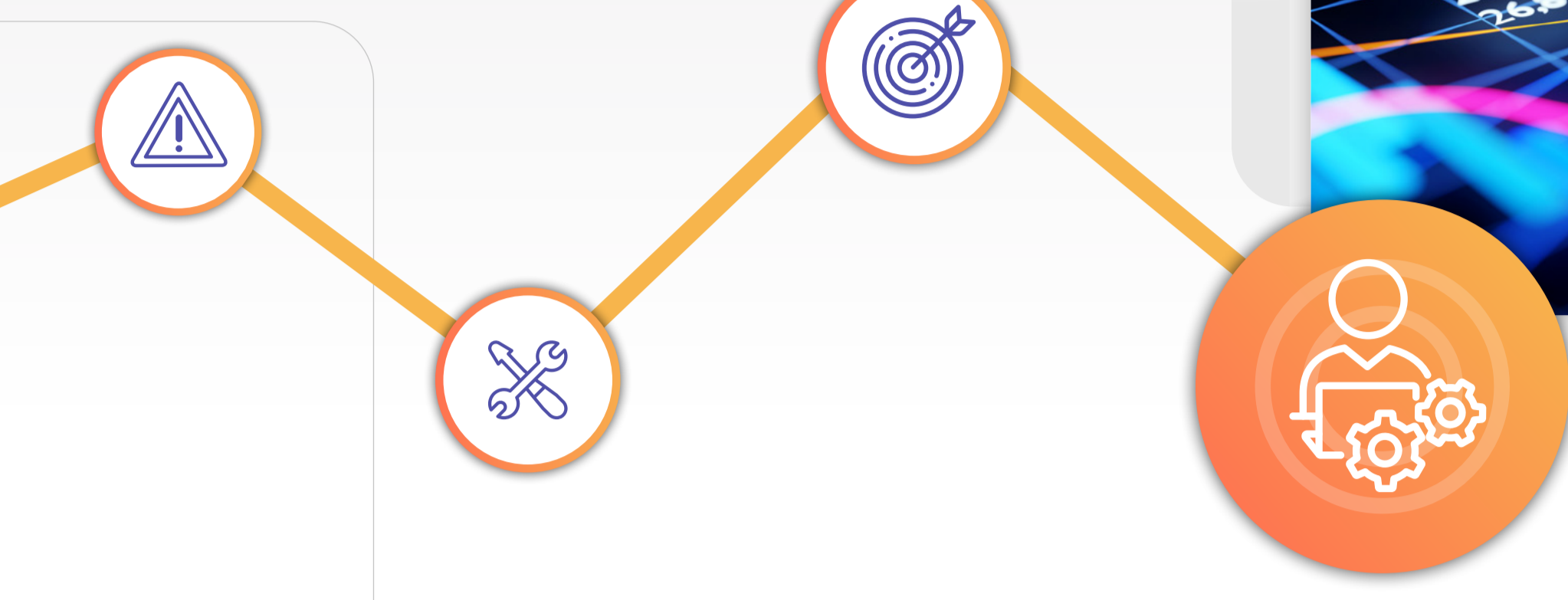
CASE STUDY
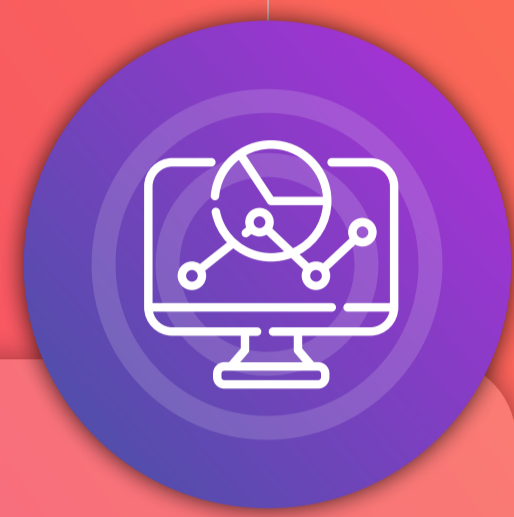### Financial Services Firm
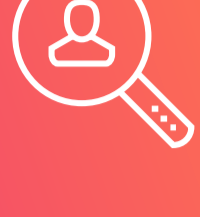
10,000+ employees

Reduced troubleshooting time by 80%

Optimise the performance of business-critical applications

Resolve application issues and deliver excellent digital experience for all your business critical applications.

Keep pace with ever-increasing competition and customer demand – make your customer experience the best.

IT Efficiency

Reduce costs through smart device and software management

- **Leverage** actual user experience to determine whether devices need replacement, upgrade, or no action at all
- **Identify** actively used applications to reclaim unused and underused licenses to lower overall application costs
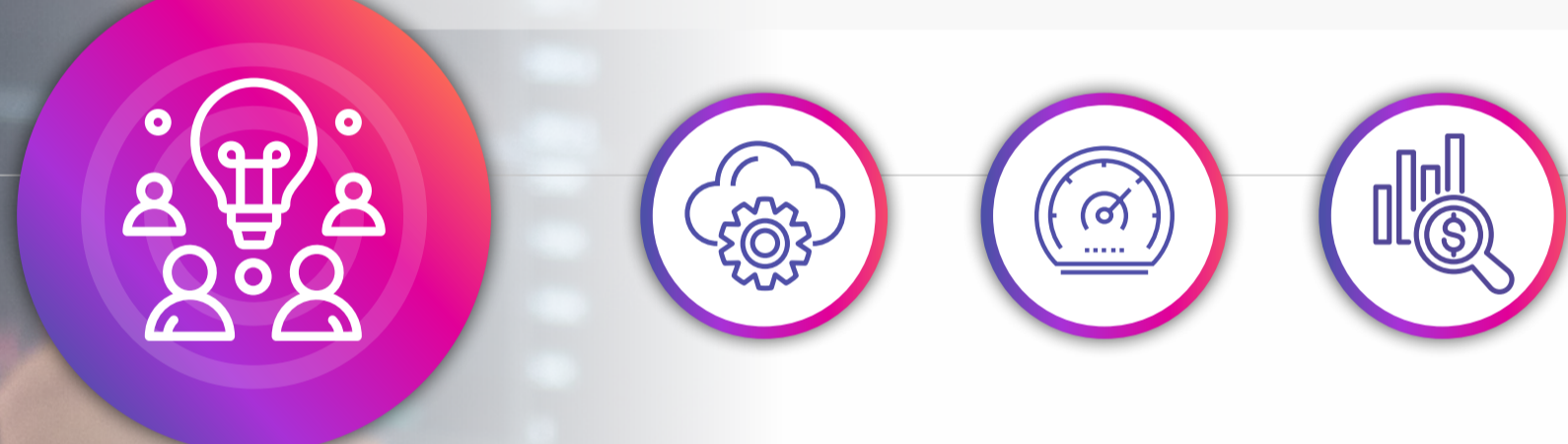
Automatically Identify Digital Experience Hot Spots that impact your employees and FSI customers

With Aternity Digital Experience Index (DXI) you can:

- **Calculate your overall digital experience score** to identify areas for improvement
- **Tailor Digital Experience goals** based on what's important to your FSI organisation
- **Benchmark your digital experience** against FSI industry peers

1. Define your goals
2. See what to improve
3. Learn how to improve it
4. Make changes
5. Demonstrate success

CASE STUDY
Global Top 5 Bank

52,000 employee devices under management

Reduced service-impacting errors by 50% in the core banking app – improving deposits, customer satisfaction, and productivity of contact centres and retail branches.

Mitigate IT Transformation Risk

Ensure Success of both Strategic and Tactical IT Initiatives

- **Prioritise projects** based on the biggest impact to the business
- **Pilot and test** prior to full scale deployment and then track adoption
- **Leverage tools** to show the end user experience before and after the change to show improvements in service and customer satisfaction
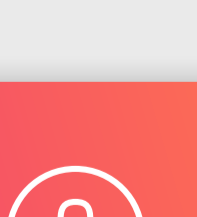
Digital Workplace

96% of financial industry professionals say they'd **prefer a mix of office-based and remote working.** Is this the same for your FSI organisation?
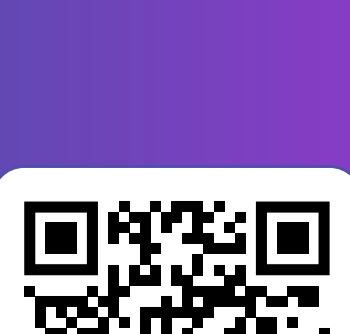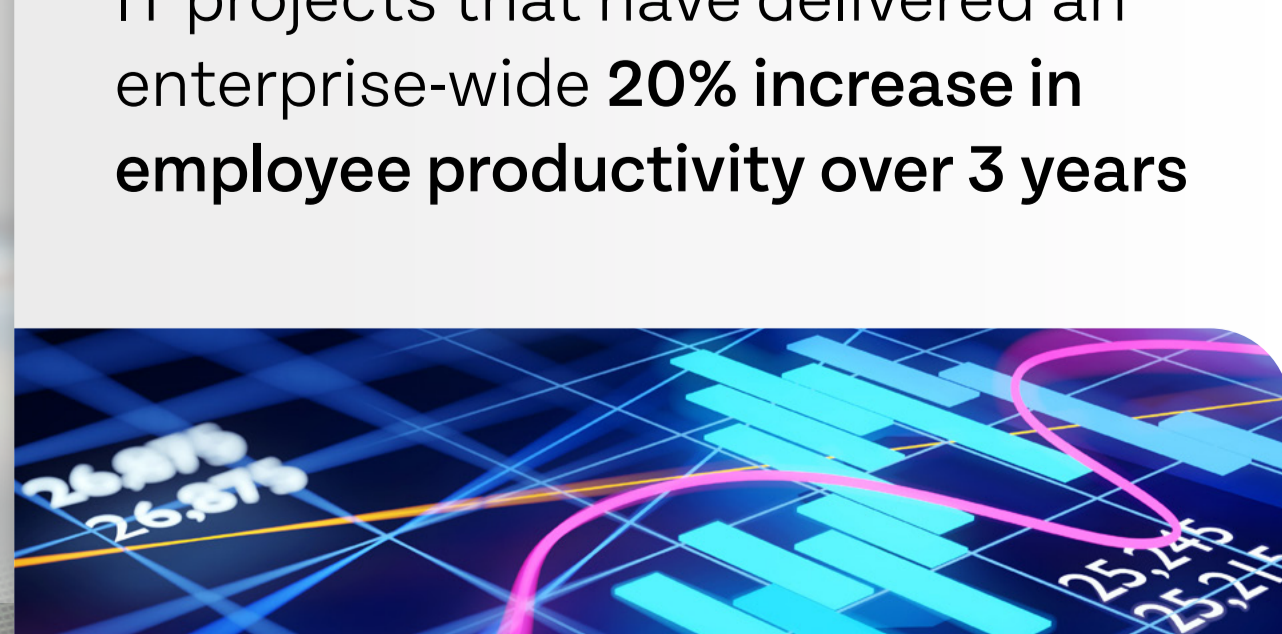
CASE STUDY
Top 3 Bank

Over 200,000 employee devices under management

Used Alluvio Aternity to identify IT projects that have delivered an enterprise-wide 20% increase in employee productivity over 3 years