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Riverbed IQ Automates Common IT Processes

The proliferation of new applications and services is generating an increasing volume, variety, and velocity of data, leading to alert overload. It is simply no longer possible, much less practical, for IT teams to analyze and correlate all this data manually and still meet operational expectations. Data/alert overload is compounded by today's scarcity of skilled IT resources. Whether due to layoffs, an inability to hire enough qualified staff, or Boomers retiring – fewer IT staff are left to do more of the work. Already short-staffed IT teams are often chasing events that don't impact digital experience. The result is longer resolution times of critical issues and higher error rates, which negatively impacts user experience and business performance, plus IT productivity and efficiency.

How automation helps IT

For IT teams, the increase in the generation and consumption of data also means there is a growing need to automate the process of gathering IT insights. Automation can help IT in several ways, including:

1. Efficiency: Automation helps streamline IT operations by automating repetitive tasks, reducing manual intervention, and minimizing errors. This results in faster response times, increased productivity, and improved efficiency.

2. Cost Savings: By automating processes, IT can significantly reduce costs associated with manual labor. This helps IT teams optimize their resources, reduce expenses, and achieve higher levels of productivity.

3. Consistency: Automation also helps ensure IT processes are executed consistently and accurately, reducing risk of errors, and ensuring best practices are followed.

4. Scalability: Automation helps IT scale operations to meet growing demands. As the volume of work increases, automation ensures processes are executed efficiently and accurately, without the need for additional resources.

5. Improved decision-making: Automation provides IT leaders with access to real-time data and insights that can inform better decision-making. This can help identify trends, anticipate problems, and make more informed decisions that drive better business outcomes.

Overall, automation helps IT organizations operate more efficiently, effectively, and competitively in today's fast-paced business environment.

Automation is of interest to IT leaders

Given the enormous benefits of IT automation solutions, it's not surprising that a recent EMA survey shows that nearly 86% of respondents have interest in automating troubleshooting with their monitoring or observability tools. Successful users were much more likely to have strong interest in automation, while IT executives had greater interest than technical. Interest was also higher among operators of larger and more distributed networks.

Riverbed IQ automates common IT processes

Riverbed® IQ, Riverbed's SaaS-based Unified Observability service, unifies data, insights, and actions to empower network and security teams to deliver seamless digital experience, end-to-end performance, and reduce security risks. It leverages a combination of cross-domain data collection, analytics and correlations, and intelligent automation to speed common and repetitive IT tasks.

- **Breadth and depth of data.** From infrastructure to network to full Digital Experience Management (DEM) with user sentiment metrics to third-party data, Riverbed® provides broad and deep enterprise IT visibility. A key gap with many AIOps tools is a lack of rich data to train analytics models. With more meaningful and varied data, Rivered IQ drives smarter analytics models that identify meaningful, business-impacting events, while weeding out those that are less severe.

- **Diverse analytics techniques.** Riverbed uses a variety of machine learning algorithms to identify events. These techniques range from thresholds to dynamic baselining and variance to enable Riverbed IQ to identify critical problems sooner.

- **Multi-dimensional correlations.** By correlating the results of the AIOps analysis across multiple dimensions, including time, location, users, devices, and applications, Riverbed recognizes related or redundant events associated with an incident. In contrast, most competitive solutions build models from time series only, which significantly less effective.

- **Evolving insights.** Once a performance or security event is correlated, it triggers the automation process. Out-of-the-box investigative runbooks automate the gathering of supporting data relevant for accurate problem diagnosis, root cause analysis, and intelligent trouble ticketing. These intelligent insights drive more repeatable, accurate, and faster results, while also enabling more of IT to participate, not just IT experts.

Common problems Riverbed IQ automation helps solve

Riverbed IQ automates incident response of performance and security events. By executing low-code runbooks in response to a correlated event, Riverbed IQ replicates the incident response practices of your ITOps and SecOps experts. These low-code runbooks gather supporting evidence, build context, and set priorities so IT teams can automate:

- **Incident diagnosis and remediation.** With the Riverbed portfolio's full-fidelity insights, complex troubleshooting workflows become razor sharp, highly automated processes. Riverbed IQ replicates the advanced investigative processes of Network Operations teams, providing context-driven insights that empower teams to proactively resolve issues without escalating.

- **Security forensics.** Riverbed IQ ingests network telemetry and applies customizable scripted investigations that are best suited for high impact security investigations. The highly refined actionable insights allow security tools, such as SIEMs and SOARS, to ingest only the most pertinent data for faster identification and remediation of security threats across the modern hybrid network.

- **Auto-populating trouble tickets.** In today's market, targeted delivery of fast, context- driven insights to ITSM solutions can mean the difference between business triage and business optimization. Riverbed IQ uniquely delivers deep Service-Now incident context that streamlines ServiceNow ticket creation and escalation. The Riverbed LogiQ Engine links back to the originating source telemetry to assemble the supporting troubleshooting data. Data collected can include network, infrastructure, application, end user experience and sentiment.

Learn More

For more information on Riverbed IQ or a free trial, check out riverbed.com/riverbed-iq.

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.