Aternity for Government

Enabling Confident Digital Employee Experience in Regulated Ecosystems.

Riverbed Aternity Digital Employee Experience (DEX) enables IT teams to identify user experience issues and take prescriptive, targeted actions, to increase employee productivity, satisfaction, service quality and business performance. Aternity provides the most complete view of total digital employee experience by tightly correlating quantitative and qualitative measures. Aternity bridges the gap between quantitative and qualitative measures, enabling IT teams to gain actionable insights and drive meaningful improvements in the digital employee experience.

The Public Sector Challenge

In today's mission-critical environments, recent federal mandates are driving agencies to improve workforce productivity, reduce IT spend, and modernize operations—all while maintaining compliance and operational continuity. Yet for federal IT leaders, optimizing the digital experience remains difficult without full visibility into how device and application performance impacts the end user.

A productive federal workforce—whether in headquarters, field offices, or on the front lines—is essential to successful mission outcomes. That's why a superior Digital Employee Experience (DEX) is no longer a luxury—it's a necessity.

To get there, agencies must correlate high-fidelity telemetry with real end-user sentiment. Many DEX tools fall short—failing to capture detailed performance data across every application, while relying on employee surveys that often result in low response rates. Without combining quantitative data with qualitative insights, IT can't ensure personnel are equipped with the fast, reliable tools they need to stay engaged, responsive, and mission-ready.

Optimize Digital Experience with Correlated Telemetry and End-User Sentiment

Aternity delivers mission-ready digital experience intelligence by combining deep quantitative telemetry with real-time end-user sentiment. Federal agencies and defense organizations gain comprehensive visibility into how application and device performance impacts workforce effectiveness—whether in the office, in the field, or at the tactical edge.

By aggregating performance data, user feedback, and peer benchmarking, Aternity empowers IT teams to proactively optimize employee experiences, drive operational readiness, and support total experience management—all within a secure, compliance-aligned framework.

Empower Employees and Drive Productivity to Improve Public Sector Performance

Aternity enhances employee engagement and productivity, resulting in improved performance. Understanding and trending outcomes of the user experience requires capturing timely feedback. Organizations that use standalone survey solutions are often met with low employee response rates due to issues such as email fatigue, or unfamiliarity due to 3rd party branding.

Aternity provides flexible, brandable survey components to gauge real-time employee feedback across multiple devices and locations and augment existing Aternity data with:

• Net Promoter Score® (NPS) surveys. NPS® is an industry standard scale that not only measures customer satisfaction and brand perception but has proven to be a strong indicator of revenue performance. The use of this score in surveys can similarly be employed to trend employee satisfaction over time.

• Likert scales, which are well suited to gauge the intensity of employee satisfaction for critical IT services rollouts.

• Free text/comment boxes to capture more nuanced feedback and additional context not captured in the NPS and Likert scales.

• Surveys that are deployed directly on employee devices so users don't have to rely on emails that could get buried or filtered out. Built-in notifications further improve response rates.

**Figure 1:** Create custom surveys that address your users' needs with the Survey Creator.

Net Promoter, NPS, and the NPS-related emoticons are registered US trademarks and Net Promoter Score and Net Promoter System are service marks, of Bain & Company, Inc., Satmetrix Systems, Inc. and Fred Reicheld.

Accelerate Digital Transformation Adoption with Targeted Employee Engagement

Digital transformation requires broad adoption of new technologies and processes across organizational boundaries. This often requires technology and process changes, where employee acceptance is critical.

With Aternity custom surveys can be branded with the company logo, icon, and colors so users feel comfortable using the product, raising survey response rates and allowing IT Operations teams to:

• Easily analyze survey responses across dozens of metrics already collected by Aternity such as device, OS, and location with employee satisfaction.

• Measure to what extent changes in technology, ranging from minor updates to bigger rollouts, impact user productivity.

• Determine why a user (or user group) may be inclined to use one application over the other if the apps achieve similar goals.

• Correlate qualitative (survey response) data against existing Aternity performance data to determine if remediated issues improved the end-user experience.
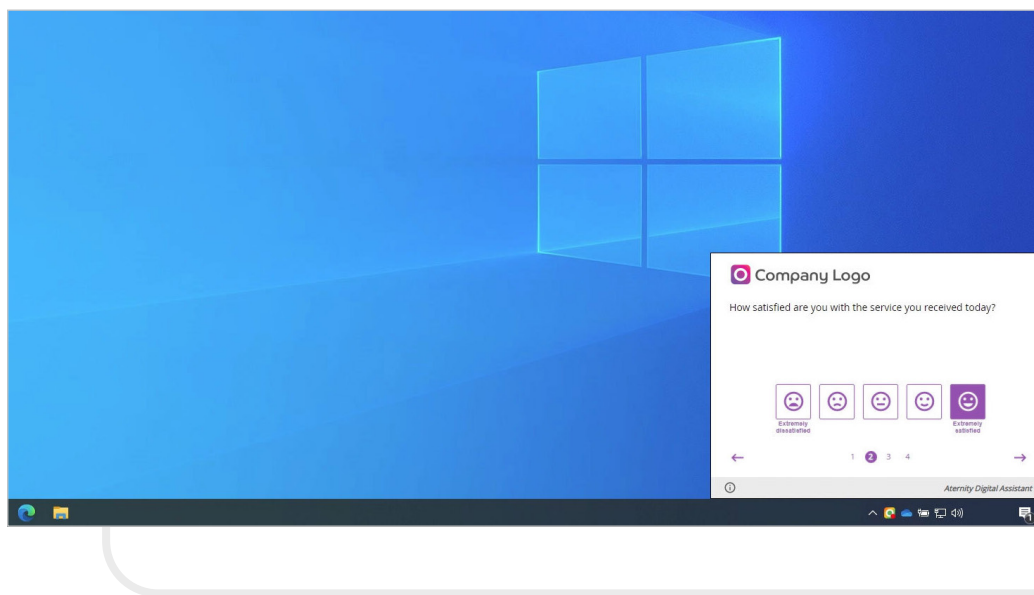
Figure 2: End-user view of survey.

Deliver Total Experience Management in Secure, Mission-Critical Environments

Aternity delivers a comprehensive view of digital employee experience with unique click-to-render insights and end user experience data to show the actual end-user experience on any application or device. This enables IT teams to rapidly isolate the cause of delay and uncover hidden issues.

Empower Federal IT Teams to Act Proactively

Aternity helps IT Operations to minimize disruptions to employee productivity and extends Aternity's proactive incident management by providing an early warning system through periodic, real-time feedback collection. As a result, IT Operation teams can identify problems before they become systemic, widespread issues.

Aternity also offers trending analysis of the qualitative feedback to:

- Identify patterns in user behavior and sentiment.
- Recurring or common issues, leading to root cause analysis.
- Progress on service quality improvement efforts.
- Determine ideal windows of time to collect feedback.
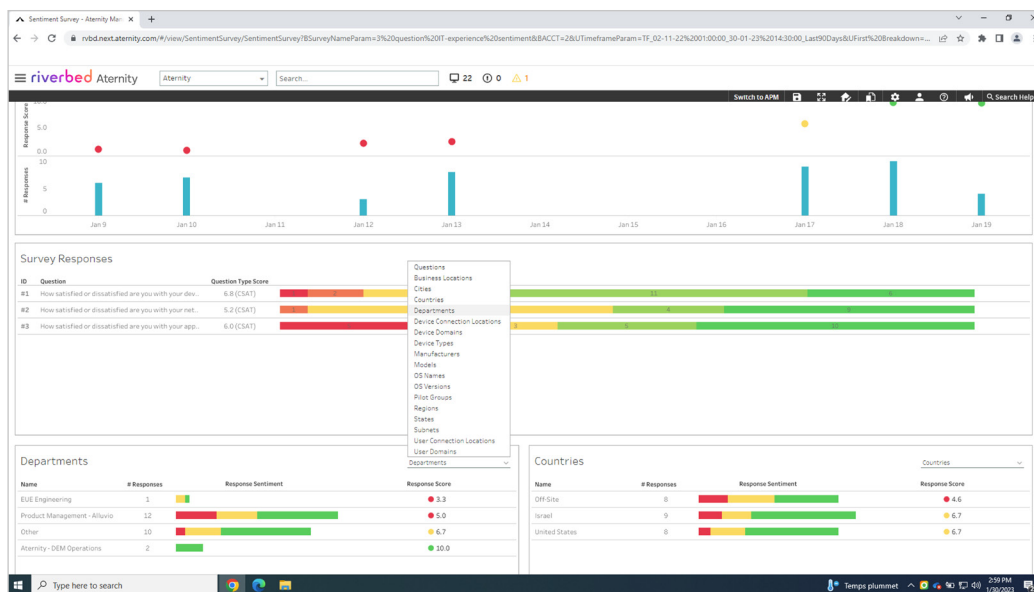
Figure 3: Quickly dig into the data with Aternity Out-of-the-box Dashboard.

Improve IT Service Quality with Experience-Level Agreements (XLAs)

For organizations implementing XLA metrics, Aternity allows IT and mission leaders to boost employee productivity and revenue. Unlike traditional SLAs which measure transactional metrics by department, XLAs focus on the employee experience and understanding how IT influences productivity. Leaders can analyze trends in the context of business processes to improve policies, prioritize investments and identify skills gaps.

With out-of-the-box and customizable surveys, organizations can:

- Analyze survey responses through out-of-the-box or custom dashboards by several attributes and correlate employee satisfaction with device and application performance.

- Survey data can also be exported to 3rd party tools such as PowerBI or Tableau.

- Measure productivity impact from technology changes.

- Determine why a user (or group) may be inclined to use one application over a similar application.

Federal-Ready, Secure, and Open Full-stack Observability

Built for secure, high-performance digital operations, the Riverbed Platform for Government provides agencies with real-time visibility into user experience and network performance. The Riverbed Platform, including Aternity, Aternity Mobile, and NPM+, is pursuing certification for FedRAMP High and DCAS IL5, enabling federal agencies to monitor, troubleshoot, and optimize digital experiences across every device, app, and network with confidence.

Learn More

By delivering a complete view of the digital employee experience, Aternity helps organizations drive employee satisfaction, productivity, and overall business performance. Learn more about Aternity and how it can revolutionize your organization's digital employee experience management strategy – schedule a demo and visit riverbed.com/solutions/digital-experience.

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