Riverbed for Healthcare Providers

A simple, smart, and open suite that optimizes the digital experience of patients and clinicians.

Healthcare providers face increasing challenges to improve patient outcomes amid budget constraints and clinician shortages. Integrating virtual hospital and remote healthcare delivery into existing workflows while securing patient data and ensuring EHR system efficiency presents both organizational and technical complexities. Interoperability issues between legacy and new systems persist, hindering seamless data sharing among practitioners across Health Information Exchange networks.

CDOs must navigate complex regulatory landscapes, balancing technology advancements with compliance and financial considerations, while promoting patient engagement and education through digital health tools.

Solving Key Challenges for Healthcare Providers

Riverbed Unified Observability Suite unifies data, insights, and actions, empowering health care providers to deliver seamless digital experiences to their patients and practitioners, no matter where they are. Riverbed enables IT to assure the end-to-end performance of their applications, infrastructure, and websites, to address compliance and availability requirements and achieve 5-star ratings. With Riverbed, healthcare providers can reduce unnecessary IT spending and shift the budget to patient care projects.

> "Over a 5-year period we will save around £2.5 million to £3 million in terms of total IT costs. This is fantastic as the funds can be spent on other vital improvements for patient care."

Jeffrey Wood,
Deputy Director of ICT at The Princess Alexandra Hospital NHS Trust

Improve Digital Health Processes Across Every Channel

Assuring a positive digital experience across patient portals and EHR applications requires understanding points of friction for users, whether they are in the clinic, at home, in the virtual hospital or virtual ward. Riverbed enables healthcare providers to measure the digital experience of every application involved in the patient's journey. And Riverbed provides the business impact of poor digital experience, in terms of failed transactions or lost productivity.
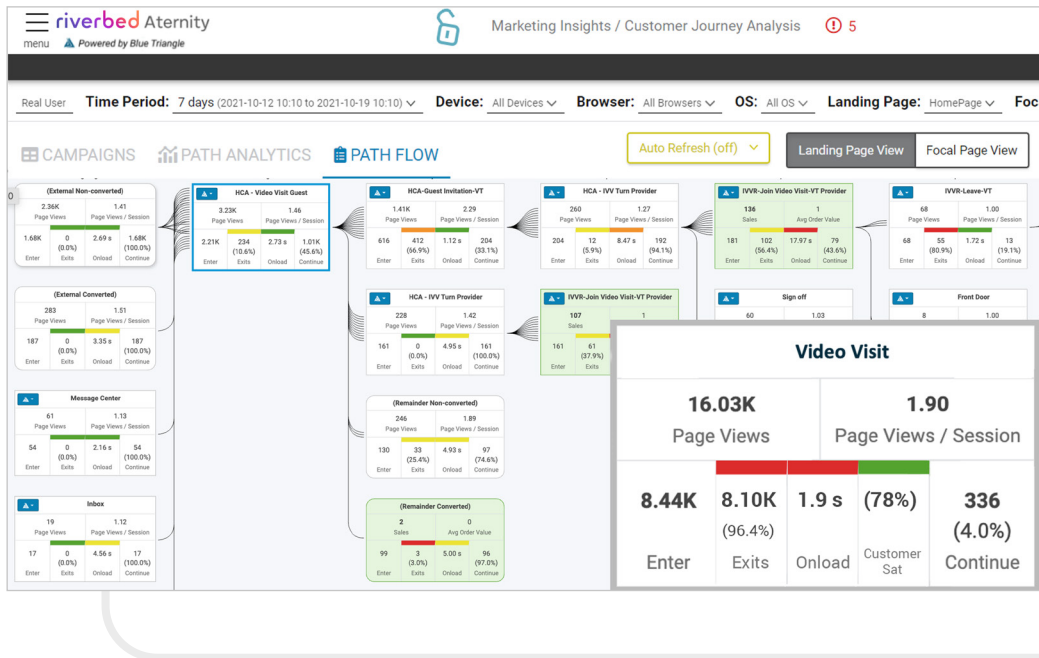

Figure 1: Riverbed provides real-time user journey analytics that display users navigating between products across your portal, identify if call-to-actions are effective, and alert on changes to engagement flows.

Ensure Positive Business Outcomes for Enterprise Applications

Riverbed provides insight into the business impact of the digital experience of patients and staff. With unified observability that spans digital services offered via your patient portal, EHR applications used in care clinics or remote environments, network performance and cloud usage, healthcare providers can direct IT investment into areas with the biggest payoff to patient care.
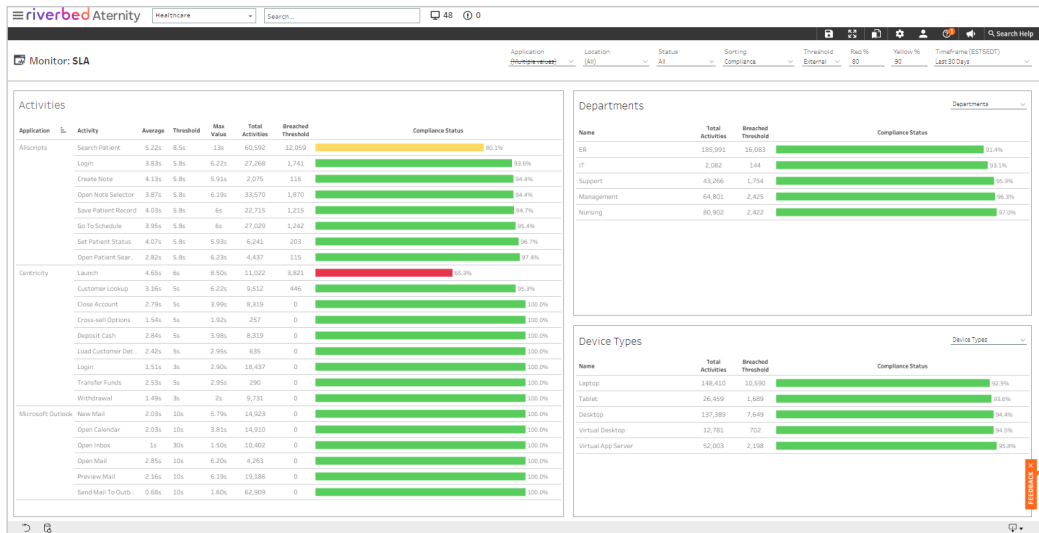
Figure 2: Ensure every transaction executed on enterprise applications meets SLA targets established by the business, and communicate compliance by department, device type, or geography.

Assure Availability and Compliance even for Remote Wards and Hospitals

Riverbed provides complete visibility and AI-driven automation across networks, infrastructure, user devices, and applications to enable you to identify and resolve issues before patients and practitioners are affected, no matter where care is delivered. Unlike other vendors, Riverbed captures and stores every packet traversing your network, giving you full-fidelity insight into application and network performance to meet compliance mandates.

"Implementing Riverbed helped us rethink how we deliver IT services based on what we can see. The IT team can now priorities tickets based on the most critical problems and as a result, we can make some significant improvements."

Darren Spinks,
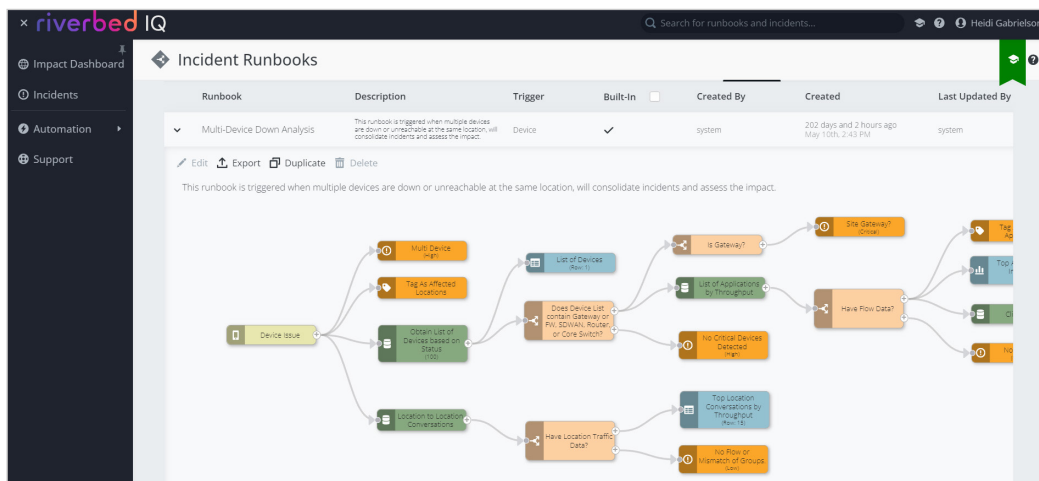Head of IT Operations, Kent Community Health NHS Foundation Trust

Figure 3: Riverbed intelligent automation replicates advanced troubleshooting expertise to enable junior IT staff to improve digital service quality and resolve issues without escalating, helping to reduce costs and improve service.

Learn More

Riverbed provides unified observability that extracts the value of data by providing actionable insights and intelligent automation across complex hybrid cloud infrastructures. By capturing full-fidelity user experience, application, and network performance data, Riverbed can contextually correlate data streams and alerts to provide healthcare providers with the actionable insights they need to successfully manage their digital transformation while minimizing risk.

To support the core infrastructure that powers business critical applications, Riverbed accelerates applications and services across the digital enterprise. With Riverbed Acceleration, healthcare providers can optimize their hybrid infrastructure while ensuring fast, agile, and secure delivery of any application, over any network, to users, anywhere.

To learn more about how Riverbed provides unified observability and accelerates performance for financial services visit : riverbed.com/solutions/healthcare.

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About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users' experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the *FORTUNE* 100 – we are empowering next-generation digital experiences. Learn more at riverbed.com.