

Alluvio Aternity Digital Experience Index (DXI)

Continuous improvement of digital experience for your employees and customers

Continuous improvement of the continuous experience

Only Alluvio Aternity DXI enables you to tailor your digital experience goals based on industry benchmarks, instantly associate performance gaps to lost productivity or revenue, and drill into the worst performing areas for root cause analysis and rapid remediation. Aternity DXI is powered by the Digital Experience Management platform, a highly flexible and massively scalable data analytics platform which contextualizes data across every enterprise endpoint, app, and transaction to drive engagement, inform remediation, drive down costs, and improve productivity.

Actionable insights on business outcomes by benchmarking against the market

Organizations are focused on improving digital experience for their employees and customers, but they lack information on where to invest to produce the biggest business impact. Monitoring tools flood them with an overwhelming volume of technical telemetry that is disconnected from business outcomes. And companies lack dynamic access to industry benchmarks to gauge their own digital dexterity at any point in time relative to their industry peers.

Without these insights, IT cannot properly prioritize digital experience improvement projects, communicate their value in business terms, nor foster effective on-going improvement efforts.

Other Digital Experience Management approaches fail to enable companies to address these issues.

- **Fixed and inflexible analytics:** Prevents companies from tailoring their goals to their own priorities.
- **No real-time insight into industry benchmarks:** Precludes companies from comparing against their peers.
- **Disconnected from business outcomes:** Inhibits communication about the impact of IT performance to business partners like Human Resources.
- **Limited coverage of business applications:** Provides an incomplete picture of digital experience.

“Aternity DXI pointed us directly to the machines that were affected by BSODs. It allowed for quick analysis to identify and resolve the problem. DXI will be a feature article in our quarterly accomplishments going forward.”

Manager IT Support End User Experience, Global Insurance

What makes Aternity DXI unique

Continuous Improvement of Continuous Experience

The Aternity Digital Experience Index (DXI) automatically identifies digital experience hot spots across your enterprise impacting employees and customers, then sets you on a path to action and improvement. Only Aternity DXI enables you to tailor your goals based on industry benchmarks, instantly associate performance gaps to lost productivity or revenue, and drill into the worst performing areas for root cause analysis and rapid remediation.



Immediately identify digital experience improvement areas

Aternity DXI automatically calculates your overall digital experience score and identifies the specific areas needing improvement, so you can act fast to make improvements.

- Get an immediate view of overall digital experience score and the factors that contribute to it, to prioritize improvement efforts.
- Use color-coded scoring to identify digital experience hot spots to speed up problem investigation.
- Drill-down into problem areas to identify the root cause and execute immediate remediation actions.
- Apply AI-powered analytics to surface anomalies and resolve issues before the business is impacted.



Immediate insight into overall digital experience. Aternity DXI provides an immediate view of overall digital experience score and color-codes the areas that affect it.

Tailor your digital experience improvement efforts to your business

With Aternity DXI, you can customize the digital experience management algorithm to your particular areas of focus and your digital experience goals, so you can make more informed digital experience improvement investments based on your specific goals.

- Align your digital experience measures to the performance of business-critical applications, devices, collaboration apps, productivity tools, or other applications for a comprehensive view.

- Tailor the weightings of the DXI categories so that they best apply to the digital experience priorities of your organization.
- Customize your digital experience goals by baselining against your historical performance or by benchmarking against other companies in your industry.
- Conduct frequent reviews throughout periods of technology and business changes to assess your position versus the market.

Digital Experience Index (DXI)

OVERALL DXI | DXI ANALYTICS | BENCHMARK | **CONFIGURATION: BASIC** | CONFIGURATION: BUSINESS ACTIVITIES | CONFIGURATION: DETAILS (READ ONLY)

Configuration: Basic

Benchmark industry: Global

Choose the weighted relative importance and goals for the components of your overall DXI score. You can set goals from baselines computed using your most recent 8 weeks, or from industry benchmarks.

DXI Scoring

	Importance [ⓘ] 5 is highest	Goals [ⓘ] Set performance goals for DXI components
Business Applications	4	Maintain 8-week baseline Improve 8-week baseline by 20%
Devices	4	Top Tier 90th percentile of benchmark Excellent 75th percentile of benchmark Typical 50th percentile of benchmark Maintain 8-week baseline Improve 8-week baseline by 20%
Collaboration Tools	3	Top Tier 90th percentile of benchmark Excellent 75th percentile of benchmark Typical 50th percentile of benchmark Maintain 8-week baseline Improve 8-week baseline by 20%
Productivity Tools	2	Top Tier 90th percentile of benchmark Excellent 75th percentile of benchmark Typical 50th percentile of benchmark Maintain 8-week baseline Improve 8-week baseline by 20%
Other Applications	2	Top Tier 90th percentile of benchmark Excellent 75th percentile of benchmark Typical 50th percentile of benchmark Maintain 8-week baseline Improve 8-week baseline by 20%

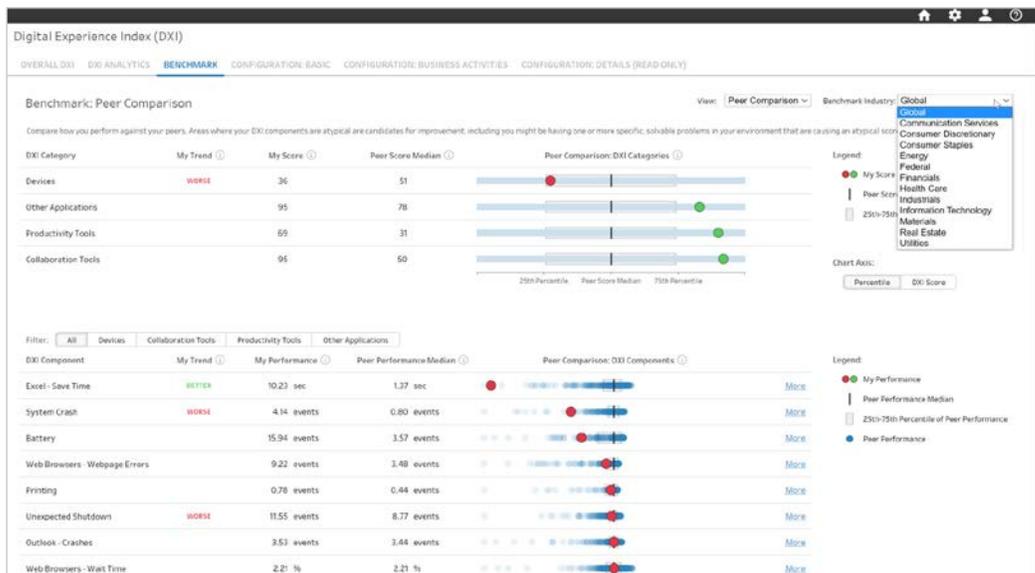
Aternity provides customer-tailored analytics so you can measure what matters most to your organization's digital experience management goals.

Benchmark your digital experience against industry peers

Identify specific areas of improvement by comparing your digital experience scores against industry standards based on the hundreds of companies and millions of endpoints managed by Aternity SaaS.

- Analyze your DXI scores by category relative to industry peers so you know where you stand relative to others.

- Track changes in performance for specific metrics so you can identify trends affecting user experience.
- Drill down into poorly performing areas to investigate and resolve the likely cause.



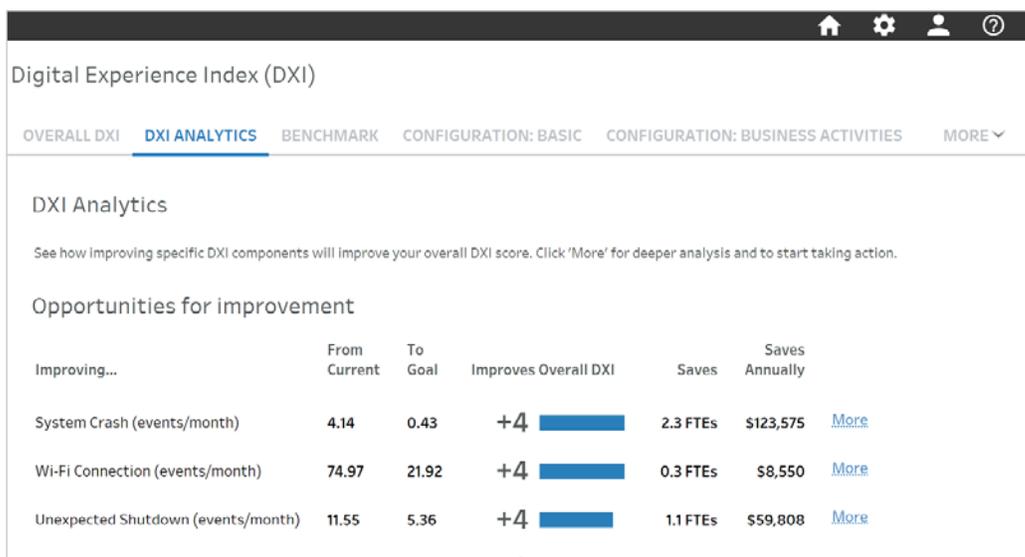
Aternity DXI enables you to instantly view how your DXI scores measure up to industry standards, based on the hundreds of companies and millions of endpoints managed by Aternity SaaS.

Focus continuous improvement efforts on business outcomes

Aternity DXI enables you to cost-justify and communicate the importance of digital experience improvement efforts to teams like Human Resource by providing the potential business impact in terms of productivity savings or financial impact.

- Analyze the impact of digital experience improvement efforts on the overall DXI score and on the impact to employee productivity or financial savings.

- Leverage system-generated recommendations to communicate the impact of IT performance on business outcomes.
- Drill down into more detail to understand the impact of performance on individual employees, departments or business locations.



Cost-justify and communicate the importance of digital experience improvement efforts by providing the potential business impact in terms of productivity savings or financial impact.



About Riverbed

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 organizations can deliver a seamless digital experience and drive enterprise performance. Riverbed offers two industry-leading portfolios: Alluvio by Riverbed, a differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless, secure digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of partners, and market-leading customers globally – including 95% of the FORTUNE 100 –, we empower every click, every digital experience. Riverbed. Empower the Experience. Learn more at riverbed.com.