Aternity Mobile for Government

Delivering Secure Mobile Experience Intelligence to Support Government Field Operations.

For front-line workers and other employees who rely on mobile devices for their jobs, poor digital experience negatively affects productivity and customer service. IT is responsible for the digital experience of these employees, just as they are for employees who use laptops and PCs, but they lack visibility to proactively identify and resolve issues affecting the full range of mobile apps and devices used by the workforce.

Most management solutions don't address this problem. Enterprise Mobility Management solutions don't provide enough visibility into app and device performance. Agent-based DEX solutions can't instrument Android or iOS apps. And mobile SDKs can only monitor native mobile apps owned by the organization.

Solving Key Challenges in Assuring Mobile Digital Experience

Riverbed Aternity Mobile enables IT teams to proactively identify digital experience issues on mobile apps and devices and take prescriptive, targeted actions, improving employee productivity, customer service and business results. Aternity Mobile provides a comprehensive view of mobile app and device performance across Android and iOS and enables IT to improve employee experience by engaging with them to get feedback and send contextual help.

Only Aternity, the digital experience solution of the Riverbed Platform for AIOps and Observability provides a cohesive view of digital employee experience throughout their day, even as they switch between devices.

Proactively Identify and Resolve Mobile Issues

Aternity Mobile gathers more than 150 metrics on mobile device, app and network performance that enable IT to proactively identify and resolve digital experience issues. Unlike other solutions, Aternity gathers this performance data across Android and iOS for multiple device vendors, including rugged mobile devices and free-standing mobile kiosks. With Aternity Mobile, IT can identify problems with hardware and battery health, device configuration or network connection and proactively take action to improve employee productivity and customer service.
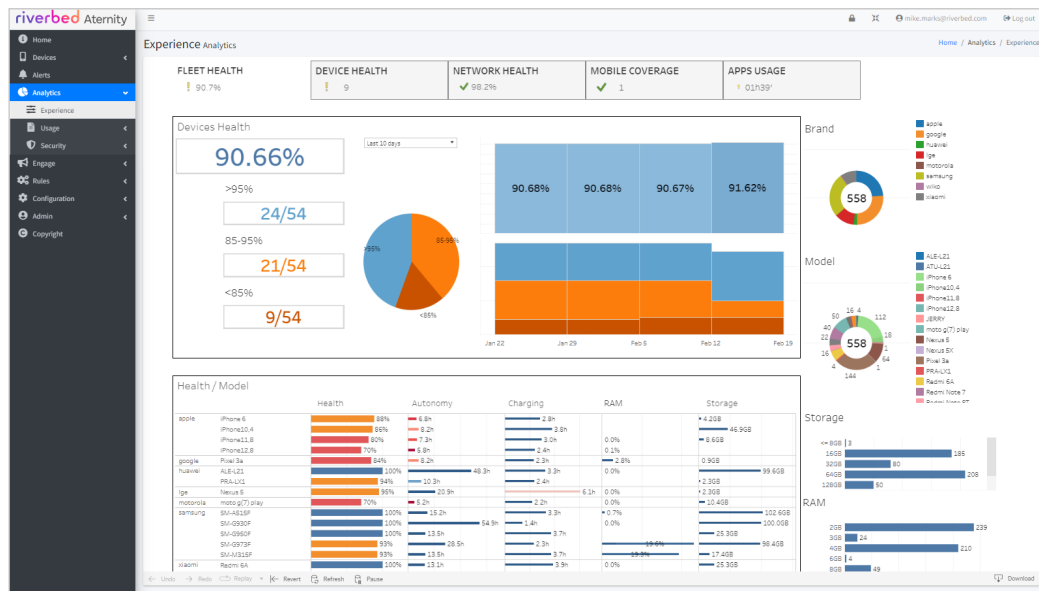
Figure 1: Detect and resolves device health issues affecting productivity and satisfaction.

# Detect and Resolve Individual Device Issues

With Aternity Mobile, IT can drill down into a specific user's device to identify and resolve issues affecting productivity. Aternity Mobile enables IT to analyze device health metrics such as storage, RAM, CPU and battery strength and drain rate. It also provides telemetry on signal strength and health of WiFi and cellular networks used by the employee. Analyzing usage patterns of apps and websites enables IT to ensure compliance with organizational usage policies.
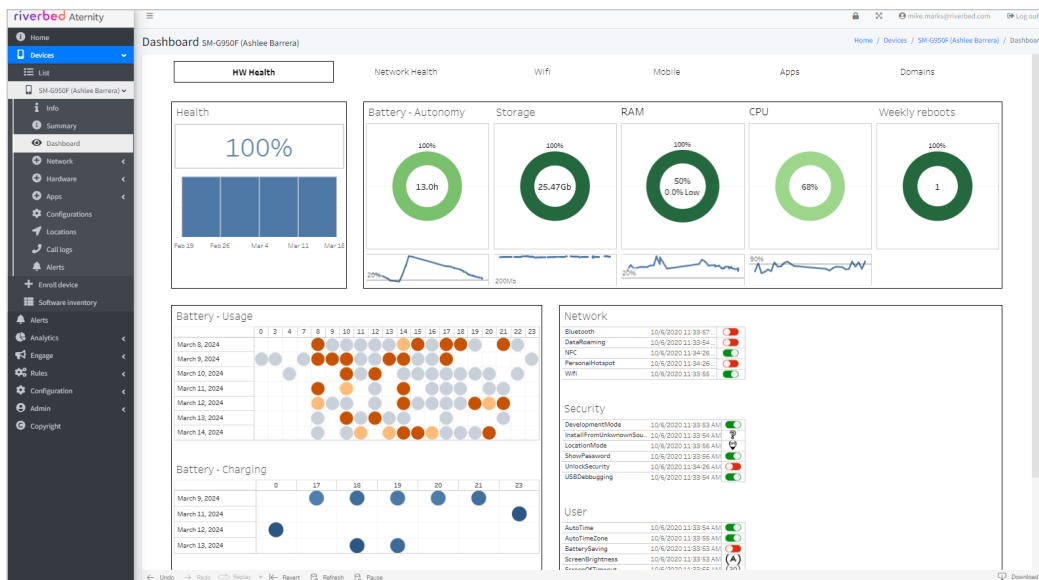
Figure 2: Track device & network health, WiFi & cellular usage & signal strength, and mobile app usage for a full picture of performance.

Monitor Mobile App Performance to Ensure Employee Productivity

Aternity Mobile also monitors usage and crashes for every organization-owned mobile app used by the workforce. Aternity provides detailed information such as the traffic generated by each app, the start and stop time of the app, and the domains the users were accessing with their mobile device, to ensure the mobile device is being used only for approved apps. This provides IT with deep insight into how mobile app performance and usage affects productivity and security.
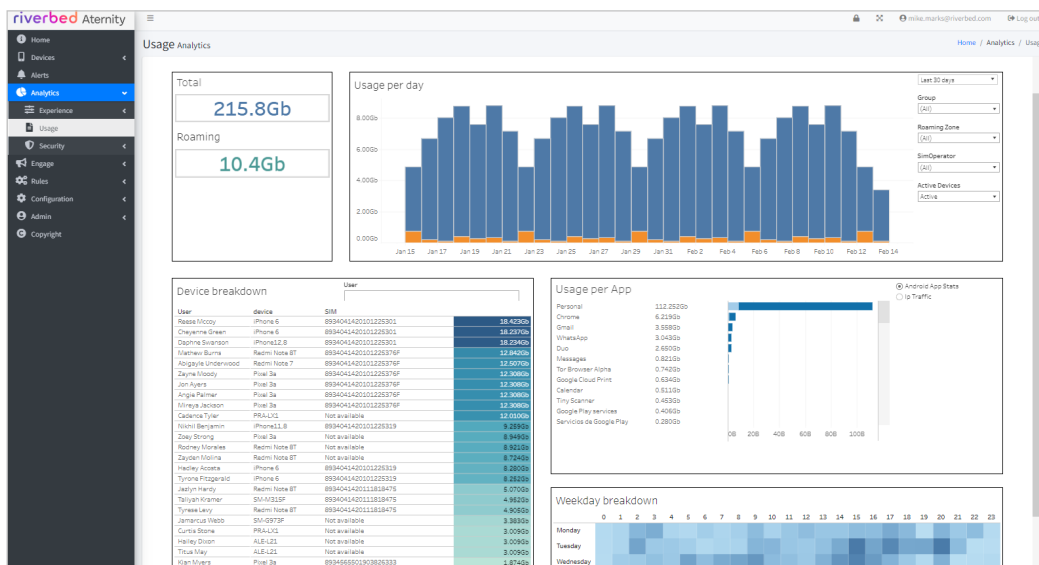
Figure 3: Track mobile app usage across the enterprise to identify performance and security anomalies.

Improve Employee Engagement with Bi-directional Communication

With Aternity Mobile, IT can send contextual and personalized information to employee mobile devices to gather feedback on service quality issues and to provide guidance on ways employees can improve their mobile app and device performance. Aternity Mobile enables IT to proactively inform users of outages, provide information upon app installation/first use, or based on user location, and send warnings when corporate policy usage limits are about to be reached.
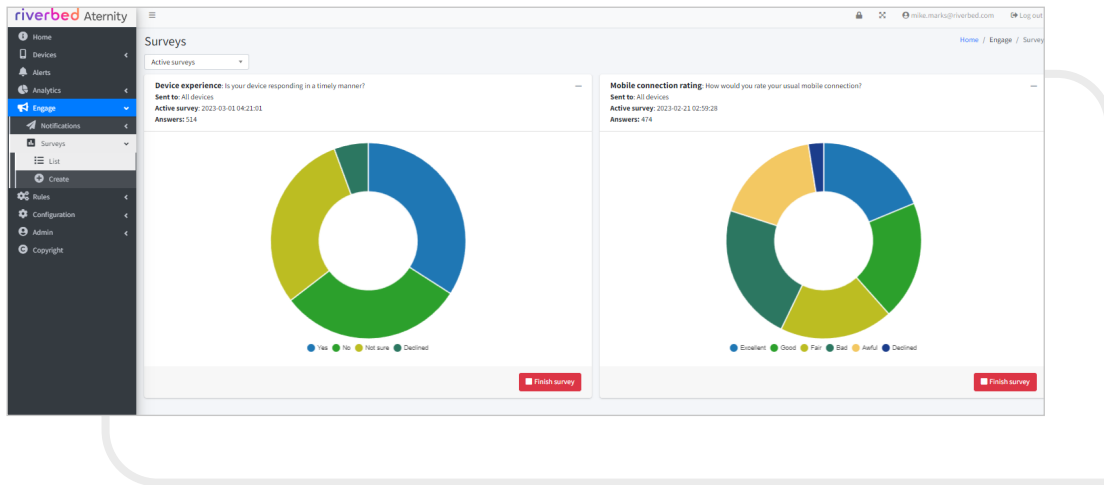

Figure 3: Measure sentiment to improve employee engagement.

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

Aternity is the only digital employee experience solution that provides a unified view of actual employee experience, for every enterprise app running on any type of device – laptops, PCs, virtual and mobile – for Windows, macOS, Android, iOS and Chromebook. With Aternity, digital workplace leaders gain insights into the digital experience of their entire workforce, no matter where they work, to ensure employees are productive and engaged.

To learn more about Aternity, please visit riverbed.com/aternity-mobile.