

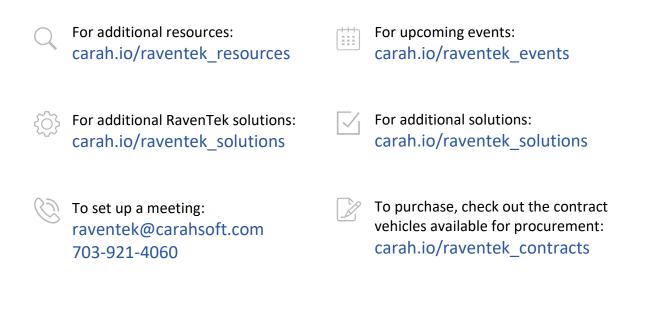
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SOLUTION BRIEF Shift Further Left in the Service D Smarter Digital Experience with N	
ManagedDEX, powered by RavenTek and sacked by the Riverbed® Aternity Digital	About ManagedDEX ManagedDEXIs RavenTek's fully managed
Experience Management (DEM) solution, is transforming how organizations approach service desk management.	service offering for Clipital Employee Experience (DEN), built around Riverbed's Atemity platform. It helps organizations monitor, manage, and optimize the performance and experience of employee digtal work environments, including
By chifting operations to Level 0, this intelligent envice desk obtains reduces total volume and accelerates first-level asolutions. But it's more than just solving problems—th about preventing them. ManagedBPC becames them before they were became totales. Determinent analysis in integrated within the remediation workflow, ensuing user satisfaction with new yresolution.	émployea bigati totor entrothments, including devices, applications, and networks. Delivered as a managed service, our DEX engineering experts dejoir te solution, exable tearms, and identify key use cases to support dejati transformation, drive efficiency, and maximize value.
Unlock Efficiency and Drive	About Riverbed Aternity Riverbed Aternity is a leading digital experience
Employee Productivity in an ear of hybrid work, shifting lift, in the service desk has neer been more outsil. The complexities of modern work environments have excluded incident volumes, demanding solutions that readow tissues at the lower probable lived, by empowering service desk teams to handle issues early, tawagedCRC minimises the needfor courts volations and entrypt resolution times, allowing it teams to focus on high- alia entrange preview.	Interested autering is a value of global expension management solution that provides comprehensive motioning and analytics experiences. Enriced in Campoing and Statistics suppresence Enrich In Campoingen Experience (ERV) Management Tools in offers dependent on the performance of applications, devices, and network from the and-scale projective, analytic problem resolution and continuous improvement.
Here are some key challenges that today's IT leaders must address:	68% of Millennials and Gen Z are likely
<ul> <li>Growing User Complaints: As the workplace becomes increasingly digital user issues—particularly around application and device performance—are doubling.</li> </ul>	to move on to other companies if their employer's DEX is not up to par.
<ul> <li>Lack of Actionable Insights: With resource-constrained teams. IT often wastes time investigating non-impactful</li> </ul>	Riverbed Global Digital Employee Experience (DEX) Survey 2023

Shift Further Left in the Service Desk: A Smarter Digital Experience with ManagedDEX

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#### SOLUTION BRIEF

# Shift Further Left in the Service Desk: A Smarter Digital Experience with ManagedDEX

ManagedDEX, powered by RavenTek and backed by the Riverbed® Aternity Digital Experience Management (DEM) solution, is transforming how organizations approach service desk management.

By shifting operations to Level 0, this intelligent service desk solution reduces ticket volume and accelerates first-level resolutions. But it's more than just solving problems—it's about preventing them. ManagedDEX doesn't wait for issues to arise; it anticipates them and resolves them before they even become tickets. Sentiment analysis is integrated within the remediation workflow, ensuring user satisfaction with every resolution.

## Unlock Efficiency and Drive Employee Productivity

In an era of hybrid work, shifting left in the service desk has never been more crucial. The complexities of modern work environments have escalated incident volumes, demanding solutions that resolve issues at the lowest possible level. By empowering service desk teams to handle issues early, ManagedDEX minimizes the need for costly escalations and lengthy resolution times, allowing IT teams to focus on highvalue strategic projects.

Here are some key challenges that today's IT leaders must address:

- Growing User Complaints: As the workplace becomes increasingly digital, user issues—particularly around application and device performance—are doubling.
- Lack of Actionable Insights: With resource-constrained teams, IT often wastes time investigating non-impactful

#### **About ManagedDEX**

ManagedDEX is RavenTek's fully managed service offering for Digital Employee Experience (DEX), built around Riverbed's Aternity platform. It helps organizations monitor, manage, and optimize the performance and experience of employee digital work environments, including devices, applications, and networks.

Delivered as a managed service, our DEX engineering experts deploy the solution, enable teams, and identify key use cases to support digital transformation, drive efficiency, and maximize value.

#### **About Riverbed Aternity**

Riverbed Aternity is a leading digital experience management solution that provides comprehensive monitoring and analytics to optimize IT performance and end-user experiences. Ranked in Gartner's first Magic Quadrant for Digital Employee Experience (DEX) Management Tools, it offers deep insights into the performance of applications, devices, and networks from the end-user perspective, enabling proactive problem resolution and continuous improvement.

68% of Millennials and Gen Z are likely to move on to other companies if their employer's DEX is not up to par.

Riverbed Global Digital Employee Experience (DEX) Survey 2023 events, leaving critical issues unresolved for longer.

- **Budget Constraints**: Even as budgets tighten, the demand for high-quality IT services continues to rise.
- Limited Automation: IT silos often prevent automation across the organization, hindering the speed and accuracy of issue resolution.
- Complex Technology Stack: The growing range of technologies, from collaboration tools to mobile apps, requires a comprehensive solution to ensure a smooth user experience.

### **Enhance Operations and Save Costs** with AI-Powered Automation

ManagedDEX takes the guesswork out of troubleshooting. Its AI-driven platform offers rapid detection and resolution, reducing mean time to resolution (MTTR) by up to 24%. By automating remediation workflows, ManagedDEX helps businesses save significant operational costs—up to \$9 million annually.

What sets ManagedDEX apart is its ability to handle high-frequency, recurring issues with a combination of Al-powered diagnostics and automated resolution. Unlike other solutions that focus on narrow use cases, ManagedDEX offers scalable, logic-driven workflows to address a wide array of common service desk issues before they escalate into tickets.



\$9M annual business operational costs saved

## Detect and Resolve Issues Faster with Embedded AI Insights

With ManagedDEX, proactive issue detection is no longer a luxury—it's a standard. By establishing performance benchmarks and monitoring deviations in real time, ManagedDEX quickly identifies and correlates issues with their root cause, whether related to client devices or backend applications. One-click insights provide IT teams with clear, actionable data on user experience, enabling faster issue resolution without disruption.

- Monitor the user experience on all types of applications, including cloud native, SaaS, thick client, and mobile.
- Apply Al-enabled analytics to surface anomalies to resolve issues before the business is impacted.
- Deliver comprehensive, contextualized information so that agents don't require specialized knowledge for resolution.
- Streamline the detection of issues by automating system and service checks and reduce false positives.
- Analyze the common characteristics of users experiencing the same problem to identify the likely cause.
- Utilize device health and performance data to investigate issues quickly so that IT does not have to interface directly with the user's device.

24%

reduction in mean time

to resolution (MTTR)

• Remotely validate and troubleshoot incidents by viewing the current and historic user, device, and application information.

Troubleshoot - Micro	soft Outlook				Activity (All)	Business Location Timeframe (America/Chice (All) ~ Last 6 Hours
ctivities		Backend N	etwork 📕 Client	Business Locations		Business Locations
tivity	Total Activities	Response Time		Name	Total Activities	Response Time
rw Mail	• 230		2,034	Dublin Office	• 40	1.755
ven Colendar	• 296		2.02x	Austin Office (VPN)	• 112	1,639
eview Mail	• 360	📕 🗸 Keep Only 🖉 Exclude	1.831	Miami Office (VPN)	• 321	1.564
en Mail	• 63			London Office (VPN)	• 260	1.381
en Inboa	• 128	Network: 0.59s		Hartford Office	• 78	1.325
2.05 1.05 2.05		Activity: Open Calendar Response Time: 2026 Rackend Time: 0.106 Network Time: 0.595 Client Time: 1.335 Total Activities: 236 Normat: 284 Major: 0 Critical: 0 Score (Status): 95 (Good) Score (Status): 95 (Good) 92.00		Servers Name exchuidol ainme com exchuidol ainme com outlookidol west lacme com outlookidol west lacme com	Total Activities	Servers Response Time 0.09% 0.0%
2.0%	6.M. 7.M.	EAM 9AM	10 AM	Memory 105 MB 100 MB	AM 7AM 84	M 9AM 30

Figure 1: Isolate the source of delay to client device, network, or back-end and quickly investigate issues using Al-powered analytics.

# Incident Resolution and Automation with Smart Workflows

At the heart of ManagedDEX is its runbook-driven automation. By mirroring expert decision-making processes, ManagedDEX provides dynamic, customizable workflows for troubleshooting and resolution. Sentiment analysis further enhances these workflows, ensuring the right actions are taken based on user impact. The result? Issues are prioritized and resolved efficiently, minimizing the need for human intervention and delivering improved service levels.

- Eliminate the need for users to contact the service desk
- Eliminate the need for human intervention and reduce human errors
- Avoid brute-force resolutions
- Deliver elevated service level agreements for VIP end users
- Track the effectiveness of resolutions over time by analyzing volumes, number of closed tickets, and other key metrics
- Maintain a complete log of the remediation actions taken, by whom, and their results for audit purposes

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	-	AND REPORTED AND REAL PROPERTY.		100			
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				Yes	ten No		
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	Perform a traceroute apainst target address using the tracert command			Nio			
	Bun Bepar Volume	so as more, swing more	stilling to fix errors where possible or schedule B.,	740			
	Collect network rou	of this time an aired that is	must address and must using the pipe comment	Net			
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	Change AC/OC Left	Display Name	Power Management: Hibernate				
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	Rebuild corrupt 12-	Script Timeout O	10 Minutes				
	Rebuild corrupt 64	Script Privileges	Run the script in the System account				
	Attempts to moant	serier ministers	No logged in user required				
	Refrect SCCM much	IT Service Desk	Include this action in the IT Service Desk d	ashboard			
	Scop the Print Spoe	Mass Healing	Allow execution on multiple devices				
	Remove a user from			Cancel	Next		
	Run a quick repairs						
	Revisal the SCOM of	lient using the COMRepo	it exe command	No			
	Reset all customizati	ions to the Outlook navig	ation pane to resolve "Cannot start Microsoft OK	No			
	Reset Windows Helio PIN and Biometric Repstration for logged in user			No			
	Repolves WI-Fi Disco	Reportes WH-Ri Disconnect issues due to PSK mismatch by removing profile and forcing recon					
	Restart the Asemity Agent service if it has become nonfunctional			No			
	Restart Cace AnyCo	Restart Cisco AnyConnect spinciest every service if it has become nonfunctional					
	Restart computer to maintain security and performance			Yes			
	Restart the SCCM Ag	ent service if it has beca	me nonfunctional	No			
	Reitart Symantes ES	PA service if it has becom	ne ronfunctional	No			

**Figure 2:** Develop tailored remediation actions for your runbook processes, decide on automated or user-controlled execution, and customize end-user notifications.

## Drive Smarter Ticketing with ServiceNow Integration

With ManagedDEX's seamless ServiceNow integration, ticket creation becomes smarter and more efficient. Automatic ticket generation with user and device insights enables faster, more accurate resolutions without the need for manual data entry. Service desk agents can instantly access critical performance data and initiate one-click remediation actions, reducing MTTR and boosting firstcontact resolution rates.

• **Device Health and Status**: The insights populated by ManagedDEX into the ServiceNow console

include a complete, real-time view of device behavior, performance and compliance scores and metrics, allowing for faster diagnosis. If ManagedDEX originates the ticket, all insights are pre-populated. If the ticket is created from an inbound call or an email, the insights are populated as soon as the user's identifying information (e.g. DeviceID, email, etc.) is entered into ServiceNow.

 Automated Investigation and Remediation: With just one click, service desk agents can remotely perform a wide range of investigative actions on any device to accelerate their troubleshooting. Additionally, agents can automatically fix the problem with one-click remediation actions.

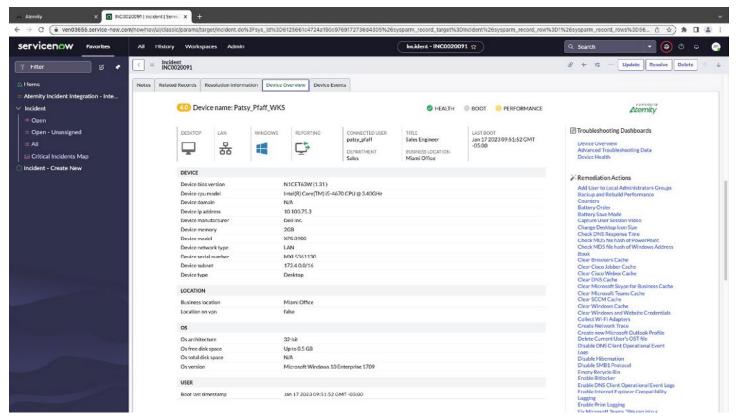


Figure 3: View device data and user insights in ServiceNow tickets to improve efficiency.

"The conversation around IT operations has evolved and operations now support more complex distributed systems with many architectures, integrations, and dependencies. The unpredictability of these systems requires new automated detection, observability, and healing."

Gartner<sup>®</sup>, Hype Cycle<sup>™</sup> for Monitoring, Observability and Cloud Operations, 2021 Padraig Byrne and Pankaj Prasad, July 2021

### Automate More Work with Increased Scope and Flexibility

ManagedDEX is designed for flexibility and scale. Unlike other solutions with rigid remediation scripts, ManagedDEX offers a full suite of AI-powered, customizable runbooks, catering to diverse use cases and ensuring optimal resolutions across the enterprise. From monitoring SaaS applications to mobile devices, ManagedDEX empowers IT teams with the tools they need to keep operations running smoothly—without sacrificing valuable resources—offering:

- An extensive catalog of Mac and PC remediation actions for recurring end-user experience issues such as application hangs, boot and login times, network connectivity, application crashes, and OS crashes.
- Third-party integrations.
- Customizable and out-of-the-box runbooks based on a repository of service desk alerts and health events.
- The ability to apply a remediation action to a specified group of devices, where the group is dynamically defined by device attribute or performance characteristic. For example, a remediation can be applied to all Windows devices running Microsoft Teams, where Teams CPU utilization is above a specified threshold. This feature allows quick resolution of issues affecting large numbers of users.
- Self-service options that allow end users to remediate routine issues with guided instructions.
- Intelligent Service Desk Automation capabilities can be tailored for specific enterprise use cases, freeing up IT to focus on innovation while improving the digital experience.

#### Service Desk Alerts > Add Alert Rule

General Info						
Enable Alert						
Name					P	
Event Type	Application Crash	*	Category	Application		
Business Impact	Account Lockout Application Add-in Loadti	me (sec)	Urgency	High		
Trigger Alert	Application Crash Application Crash (After H	(ang)				
Cooling Period	Application Crash (DotNe Application Crash (Event	:)				
Filters Filter By Event Ide	Application DotNet Runtin Application Hang					
Include		list with * as wildcard sup	iport (e.g. a*,'	b,*c*)		
Filter By Device At	tribute					
Select Attribute	Business Locations 🛛 👻	Include	comma s	eparated list with * as wildcard support	(e.g. a*,*b,*c*)	
Actions						
🚽 Trigger a Runb	ook NEW					
Runbook Name	Select or Create	~				
Send By Email						
Email Addresses	jane@company.com; john@company.com					
Create an incident	in ServiceNow					

By shifting further left with ManagedDEX, organizations are not just improving their service desk efficiency they're driving long-term value through smarter operations and better employee experiences.

Learn more at manageddex.com.

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RavenTek enables digital and cybersecurity transformation for mission critical organizations through AI/ML-enabled professional and managed IT services. As a Veteran and Native-American-owned business, we combine small-company agility with big-company resources and stability. RavenTek's unique value is simple—our industry leading experts and problem solvers take the time to understand each client's business needs, systems and how people work, allowing us to apply the right solution, at the right time.



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