

Empowering Seamless Digital Experiences Across Your Organization

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SOLUTION BRIEF

Empowering Seamless Digital Experiences Across Your Organization

Actionable Insights into Every Device, App, and Interaction

ManagedDEX, powered by RavenTek and backed by the Riverbed® Aternity Digital Experience Management (DEM) solution, provides comprehensive, real-time insights into the digital employee experience by capturing and analyzing data from all devices, applications, and cloud services.

Deployed seamlessly across end-user devices and application infrastructures, ManagedDEX measures and reports what users actually experience with every transaction, across any device or app.

Traditional monitoring solutions simply can't keep up with the complexity of modern digital workplaces. ManagedDEX outperforms these outdated methods, offering full visibility into all business-critical apps and endpoints.

- **Traditional APM tools** typically monitor only a fraction of business-critical apps, leaving critical gaps in performance insights.
- **Legacy solutions** can't provide the in-depth, user-specific visibility needed to ensure a superior digital experience.
- **Siloed monitoring** tools miss the mark by inferring user experience rather than capturing it directly.

250B activities processed daily
in the Aternity DEM

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.

"We can now be proactive because we don't have as many fires to put out. We're monitoring the heartbeat of the business—if there's an issue, we're often ahead of it."

Ross Jeremy, Simmons and Simmons

Features of ManagedDEX Digital Experience Management (DEM)

Continuously Improve Business Application Performance

ManagedDEX merges IT service benchmarking, end-user experience monitoring, application performance monitoring, and device performance monitoring into one unified platform. This enables businesses to see exactly what employees and customers are experiencing when interacting with critical business applications. Armed with these insights, businesses can optimize application performance, eliminate bottlenecks, and ensure service improvements that enhance user satisfaction.

Mitigate IT Change Risks

ManagedDEX helps businesses gauge the impact of IT changes—whether they involve cloud, mobility, or data center transformations—by comparing employee experience before and after any change.

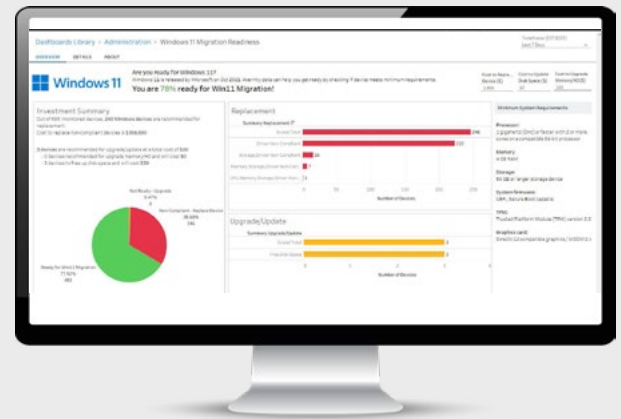
- **Measure the impact of changes:** Analyze the effects of infrastructure, app, or device upgrades to ensure the desired outcomes.
- **Quantify financial impact:** Evaluate the effect of app performance on workforce productivity by analyzing every transaction on business-critical apps.
- **Test changes before full deployment:** Validate user experience improvements with a pilot group before expanding changes across the organization.

“These deep insights pave the way for more uptime, productivity, and cost savings. Besides leading to these broader business effects, ManagedDEX helps IT teams resolve issues proactively and proactively, ultimately leading to increased employee happiness. Removing friction and preventing problems from spreading unlocks a large variety of benefits for businesses of all shapes and sizes.”

Julian Braham, Intel IT

“We realized our existing device performance monitoring tool couldn’t tell us what our workforce was actually experiencing, because it simply didn’t measure most of it. Plus, the data it provided was hard to interpret and didn’t scale.”

Joost Smit, Swiss Re



Validate the impact of device changes like migrating to Windows 11. In this case, numerous applications perform worse after the migrating a pilot group, so the desktop engineering team should investigate before wider rollout.

Shift Left in the Service Desk

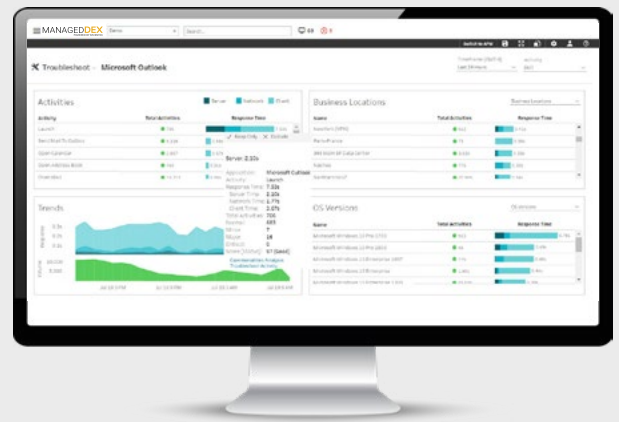
ManagedDEX’s intelligent automation allows organizations to resolve IT issues proactively and at the earliest stage, minimizing the need for costly escalations and streamlining service desk operations.

- **Automate resolutions:** Prevent users from having to contact the service desk by automatically resolving common device, OS, or app issues.

- **Gain deeper visibility:** Correlate device performance, app health, and user productivity to proactively identify potential incidents.
- **Apply AI analytics:** Detect and resolve issues before they can affect the business, generating proactive alerts to third-party systems like ServiceNow.

“The unified observability solution has given us the ability to provide a stable, high performing environment for our users, which translates to high quality experiences for hundreds of thousands of members.”

Doug Horner, Global Credit Union



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

Empower Every Digital Experience

ManagedDEX stands out with its comprehensive, cross-platform telemetry, which provides unparalleled visibility and insight into every interaction. By integrating data across IT and business operations, ManagedDEX ensures that users experience flawless, optimized performance across the entire digital ecosystem.

Benchmark and Compare Experiences

Instantly compare your organization’s digital experience against market standards to see where improvements can be made:

- **Analyze by industry or company size:** Filter data to focus on relevant comparisons and insights.
- **Track performance over time:** Measure the impact of technological and business changes on user experience.
- **Get system-generated insights:** See where your organization is outperforming or underperforming compared to the market average.

Experience the Future of Digital Performance with ManagedDEX

Ready to transform your organization’s digital experience? With ManagedDEX, you can optimize performance, enhance user satisfaction, and reduce IT costs all in one powerful platform. Get ahead of disruptions and empower your workforce with proactive insights and intelligent automation.

Contact us today to learn how ManagedDEX can drive seamless digital experiences across your enterprise or visit manageddex.com.

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