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Revealing Problems in Unexpected Places

U.S. Public Sector  
ONE CASE

A 40,000+ user federal agency's main collaboration software app wasn't working properly—and they couldn't determine why. Then Riverbed's End User Experience Monitoring solution revealed the problem in an unexpected place.

**Challenge**

This particular agency has agents and officers that are scattered across the country and the world. Many were experiencing significant difficulty with Microsoft Teams, which had quickly become a go-to communication and collaboration tool for the agency. The app wasn't working properly for many agents, and the IT team was unable to identify the problem at headquarters in Washington, D.C. Users were experiencing poor video quality, latency, jitter, or dropped calls. After some troubleshooting, the IT team ultimately traced the issue to a specific location.

The IT team worked intensively to identify the cause of the problem, but the complexity of the agency's environment—the most federal agencies—was complex, a combination of on-premises and cloud environments, different network types, and multiple data center locations, local and wide area network environments, and multiple cloud providers, all of which were causing the problems. Some members of the IT team described their situation as having "a visibility void." They needed more information.

When using Riverbed solutions, IT helpdesk teams spend less time looking for problems, where they don't exist, and more time supporting the agency's mission.

## Revealing Problems in Unexpected Places

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# Revealing Problems in Unexpected Places



A 60,000+ user federal agency's main collaboration software app wasn't working properly—and they couldn't determine why. Then Riverbed's End User Experience Monitoring solution revealed the problem in an unexpected place.

Virtually every large organization in the public sector has a number of IT applications that are absolutely critical. These software applications are essential for operations, finance, communications and more. And some of these applications are relied upon by every single employee, every day, for performing their jobs. Two of the most widely used apps that fit this description are Microsoft 365 and Teams, but there are many others as well.

When one of these essential applications goes down or doesn't work properly, the impact is major. Work slows or stops, critical tasks don't get done, tempers and stress levels rise. This was the situation experienced recently at a major federal law enforcement agency—Teams wasn't working properly and disrupting agency operations.

Leveraging Riverbed solutions lets NetOps teams spend less time looking for problems where they don't exist, and more time supporting the agency's mission.

## Challenge

This particular agency has agents and officers dispersed in remote locations across the nation and world. Many were experiencing significant difficulty with Microsoft Teams, which had quickly become a heavily used and relied upon collaboration tool for the agency. The app wasn't working properly for many users—from agents in the field to senior management at headquarters in Washington, D.C. Users were experiencing poor video quality, latency, jitter, or system instability. And for many, the app would ultimately crash.

The IT team worked intensively to identify the cause of the problems, but they were frustrated. Their network environment—like most federal agencies—was complex, a combination of on-premises and cloud environments, different applications, hardware devices, dispersed user locations, local and wide area network environments, and more. It was difficult to determine what was causing the problems. Some members of the IT team described their situation as having "a visibility void." They needed more information.

## Benefits

Even before the pandemic and the increase in telework, the difficulty of trying to integrate, maintain, and secure agency IT environments was extremely challenging. And growing more so. Federal agencies can't afford to have significant network blind spots, particularly when it comes to end users and their devices. Fortunately, as a significant user of Riverbed's Network Acceleration Solutions, this agency knew their Riverbed team could help expand the visibility into their network. With their assistance, they began to look more closely at individual end users who were experiencing the most serious problems.

At the Riverbed team's suggestion, an Aternity End User Experience Monitoring (EUEM) agent, a key solution that is part of its Unified Observability Platform, was installed on an affected senior executive user's laptop computer. Within minutes, they were able to determine that the root cause that was preventing Teams from working correctly was insufficient memory on the user's device. This small, often overlooked, issue was causing major impacts on productivity. The agency's IT team was also able to quickly determine how widespread this problem was by utilizing the detailed performance metrics from each end user's device provided by Riverbed's Aternity EUEM solution.

## Outcomes

With the insight they needed into the cause of the problem, the IT team was able to quickly correct the situation across the entire agency and ensure that Teams was running smoothly for all users and that agents, officers, and other stakeholders using this mission-critical app were able to collaborate and communicate effectively.

The agency also gained a new appreciation for the integrated capabilities of Riverbed's Unified Observability platform to quickly troubleshoot problems affecting other apps and devices.

Time is the scarcest resource. Keeping critical software applications running properly, smoothly, with fast page-loading and processing times is a major time-saver and productivity enhancer. Less time waiting for apps—and less time troubleshooting—means more time spent being productive and advancing the mission.

### Riverbed Benefits:

- Provide unified observability from the endpoint to the cloud
- Drill down insights into app performance, devices, and end user experiences
- Reduce time spent troubleshooting
- Facilitate problem investigation without disrupting productivity
- Validate when problems are resolved
- Provide critical insights for optimizing app performance

Riverbed enables complete end-to-end visibility across the entire network environment, providing crucial insights IT teams need to quickly identify root causes of problems from the end user to the cloud. Riverbed's Unified Observability Platform gives agencies visibility from the cloud to the network infrastructure, all the way down to end users and their devices, unifying data, insights, and actions.

Riverbed solutions let agencies spend less time looking for problems where they don't exist, and more time supporting the mission.



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 that users get the flawless digital experience they expect across the entire digital ecosystem. Riverbed offers two industry-leading solution areas – an innovative and differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless digital experiences; and an Acceleration portfolio, providing fast, agile, secure acceleration of any app over any network to users, whether mobile, remote, or on-prem. Together with our thousands of partners, and market-leading customers across the world, we empower every click, every digital experience. Learn more at [riverbed.com](https://riverbed.com).