



COVID-19 RESPONSE

The Enterprise-class Digital Experience Management Company



Because employee experience matters in the digital workplace

Assuring business continuity through the COVID-19 crisis

As organizations adapt to the spread of COVID-19, the pressure on IT infrastructure, applications, and staff has radically increased. Aternity is working with our customers to ensure their end-user environments can support a productive remote workforce and continued high levels of customer service. As companies shift to more remote work and increase their use of collaboration tools, providing exceptional service demands visibility into the employee and customer experience.

Aternity Digital Experience Management unifies End User Experience Monitoring (EUEM) and Application Performance Monitoring (APM) to address the unprecedented changes that this crisis has created. Aternity's AI-powered analytics and self-healing control enable IT to improve employee productivity and customer satisfaction, ensure the performance of collaboration and customer-facing apps, drive down the cost of IT operations, and mitigate the risk of IT changes brought on by this crisis.

Use cases and business benefits

Remote workforce management

Monitor the user experience of your remote and mobile users to ensure they have the same workplace experience as when they are in the office.

Ensure IT changes deliver better service

Justify investments in IT changes like additional VPN or network capacity and prove their value by measuring their impact on end user experience.

Optimize collaboration app performance

Ensure excellent end user experience for Office 365, [Skype for Business/Teams](#), etc as you shift to more virtual interactions with employees, customers, and partners.

Reduce IT asset costs

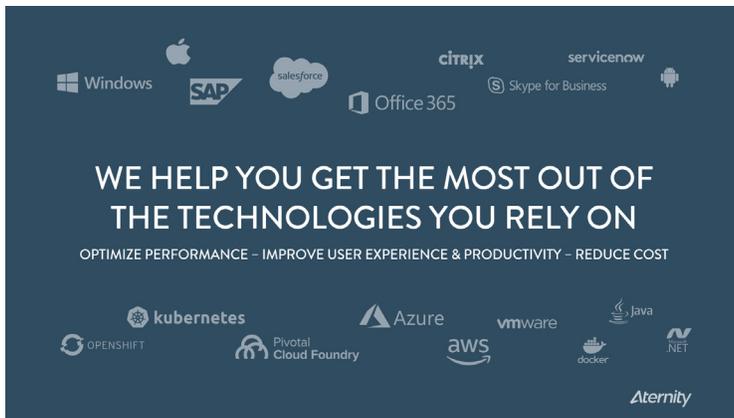
Aternity can determine when you should refresh end-user devices to extend their life as long as practical, reducing disruption and lowering costs.

Assure reliability of customer-facing apps

Delight customers and maximize revenue growth by delivering optimal application performance, even during peak periods.

Shift left in the service desk

Manage increased volume of service desk calls by resolving issues at the lowest level possible, and as fast as possible.



About Aternity

Aternity is an independently operating Thoma Bravo portfolio company. Our SaaS solution runs on more than 3 million devices in the world's largest companies in industries like financial services, retail, logistics & transportation, and energy.

What our customers are saying

SwissRe

"We wanted to be more scientific in how we approached monitoring user experience. 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 | Workplace Solution Architect and Engineer | Swiss Re

Travis Perkins

"The Travis Perkins Group is in better shape today because we now have real insight from Aternity - we know exactly what our colleagues' experience is like, out in branch and store, and we can invest our time and energy where it really matters for them to enable a positive experience for our customers."

Matt Greaves | Technology Director | Travis Perkins plc

Michelin

"Thanks to Aternity, we are able to support two major processes: qualification of applications during the development phase as well as content visibility of services and business applications."

Jean-Noël Simonnet | Chief Infrastructure Architect | Michelin



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