SOLUTION BRIEF

Deliver high-performing digital workplaces

Enable employees to work anytime anywhere

The Aternity Digital Experience Management Platform enables companies to ensure their digital workplace delivers excellent employee experience. Aternity helps IT provide fit-for-purpose, high performance devices that enable employees to work anytime and anywhere. Aternity also ensures a high-quality user experience for all of the apps on which the workforce relies, whether SaaS, web, mobile, or running on virtual infrastructure.

Ensure seamless application and device performance for your mobile, distributed workforce

Deliver digital workplaces that exceed business requirements

The surge in remote work is causing global enterprises to rethink how to best support their distributed workforces. They are increasing investments in digital workplaces and the SaaS applications, productivity tools, and devices that enable them. To be successful, IT and business leaders need to manage workforce productivity across a broad range of technologies within budget constraints.

Companies must address three main challenges:

- **Complex environments**: Support a broad range of technologies – laptop, PC, VDI, and mobile devices.
- **Budget constraints**: Target device and app expenditures to where they’re really needed.
- **Rise in remote work**: Ensure fast and consistent device and application performance for users everywhere.
Ensuring high-performance digital workplaces with Aternity

The Aternity Digital Experience Management Platform unifies End User Experience Monitoring (EUEM) and Application Performance Monitoring (APM) to ensure high-performing digital workplaces. Aternity’s visibility and AI-driven analytics enable IT to manage actual employee experience across all devices and every app, save money on hardware refreshes and software renewals, and validate that IT changes result in better service.

Manage actual employee experience across all device types

Monitor the actual employee experience on your entire device estate to ensure performance meets business requirements.

- Monitor performance for all enterprise applications across laptops, PCs, virtual desktops, and mobile devices.
- Drive down costs and improve service levels with automated, self-healing remediation actions for the most commonly expected user issues.
- Isolate problems to the user’s device, the network, or the backend to reduce finger pointing and hold SaaS vendors accountable.
- Resolve issues quickly by drilling into device details to pinpoint device components causing the problem.

Review actual employee experience on all devices and for all applications. Identify every business activity performed, and track response time vs. baseline to identify when business expectations are not met.
Ensure collaboration app performance

Monitor the performance of collaboration apps like Office 365, Teams, Slack, Webex, and Zoom to improve worker productivity whether remote or in the office.

- Review call usage and performance trends by department, geography, device type and OS across the organization.
- Correlate quality to the underlying device performance and user attributes to isolate the likely cause of problems.
- Track failed calls, dropped calls, and mean opinion score (MOS) over time to identify the impact of busy hours on performance.
- Compare performance before and after application and underlying infrastructure changes to ensure they result in better service.

Reduce device refresh and software license costs

Avoid excessive costs involved in replacing devices on a time-based schedule or renewing software licenses without considering actual user experience or usage.

- Correlate actual user experience to device health and performance to determine whether devices need replacement, upgrade, or no action at all.
- Renew software licenses only for actively used apps by analyzing usage metrics across the entire enterprise.
- Automatically discover and track all changes to the inventory of IT hardware and software assets, including vendor and version.
- Provide employees with fit-for-purpose devices at the right cost by associating device resources and health to the employee’s actual experience.

Track call volumes and performance by department, geography, and device type to analyze trends in usage and quality.
Compare refresh and replacement options to reduce capital expenses. In this case, refreshing devices based on performance saves $350,000 vs. on a strict time-based approach.

“...We want employees to have access to everything on one device... to work from anywhere with an internet connection. Aternity has enabled us to deliver against all our success criteria. Performance, the monitoring of applications, fast page load times... It has excelled in every use case."  

Stefan Somogyi | System Specialist Expert, Raiffeisen Schweiz | Raiffeisen Group

Get started today

Aternity provides insights to companies around the world to help them deliver high-performing digital workplaces. With Aternity SaaS, you can get up and running fast, with no major capital investment, hardware provisioning, or server deployment.

Start your free trial of Aternity today: www.aternity.com/free-trial