

Riverbed Introduces Endpoint-to-Endpoint Performance Monitoring and Enhances AI-Driven Automation

Introducing NPM+ and Riverbed IQ

Observability vendor Riverbed introduced a new platform architecture and several portfolio enhancements on May 7. Most notably, the company unveiled NPM+ for edge network observability and updates to Riverbed IQ for no-code/low-code automation driven by its AIOps solution.

A New Approach to Digital Experience Management

Riverbed NPM+ is a SaaS-delivered performance monitoring solution that leverages the new Riverbed Unified Agent to monitor network performance from any endpoint. NPM+ passively monitors IP and TCP connections and provides granular visibility into performance. IT managers can see the performance of every connection by user, system name, application process, and more.

Riverbed identified three key blind spots that NPM+ can illuminate. First, it will reveal the performance of network traffic to remote users, where there is no ability to add traditional network monitoring equipment. Second, it provides details on traffic terminating in the cloud. Finally, it provides visibility into traffic that traverses tunnels to and from zero trust network access service edges.

Turning AI Insights Into No-Code Automation

Riverbed IQ is the company's AIOps solution. Introduced in 2022, it analyzes telemetry from Riverbed's various observability solutions and third-party tools, detects anomalies, correlates events, and conducts root-cause analysis of service problems.

Riverbed IQ is adding a new runbook editor that allows IT operations teams to schedule or run on-demand automated actions in response to AI-derived insights. IQ is a drag-and-drop interface centered on the concept of "triggers," "actions," and "outputs." A trigger is an insight that Riverbed IQ generates. An action is a workflow that IT professionals can build from various logical components to remediate issues an AI insight trigger reveals. An output refers to reporting and alerting, such as ticket generation or populating insights and summaries of actions into a dashboard.

Throughout the year, Riverbed IQ will add dozens of prebuilt integrations with third-party systems to extend the reach of what the runbook solution can do, including integrations with competing network observability solutions, application observability solutions, ticketing and service management platforms, and cloud providers.

EMA Perspective

Riverbed is addressing several critical requirements of modern IT operations teams with NPM+ and Riverbed IQ. For instance, 87% of IT organizations told Enterprise Management Associates (EMA) that they are allocating budget to improve their ability to monitor and troubleshoot the network experience of their users who work from home.¹

Today, IT teams adopt two primary approaches to addressing experience for remote workers: remote desktop access tools and endpoint monitoring tools. The latter provides insight into the state of client devices, but fails to provide network performance visibility. The former is more of an all-purpose troubleshooting tool that does not help with largescale experience monitoring. Many organizations started considering synthetic network monitoring tools to fill their visibility gap, but this requires additional agents. Riverbed offers less administrative overhead by leveraging its new Riverbed Unified Agent, which works with NPM+ and its existing Aternity endpoint monitoring solution.

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Riverbed IQ addresses multiple use cases for AIOps that IT organizations are seeking. For instance, EMA found that 43% of network operations teams are extremely interested in AI solutions that can support intelligent alerting and escalations, and 27% are interested in enabling self-healing networks. Also, 57% of network teams specifically told EMA that they want an AIOps solution that has a low-code or no-code interface for building runbook automation.² Overall, Riverbed's updates are directly addressing multiple gaps in the IT operations field, and they should be well received by customers.

¹ EMA, "Modernizing Network Engineering and Operations in the Era of Hybris and Remote Work," August 2023.

² EMA, "AI-Driven Networks: Leveling Up Network Management," April 2023.



About EMA

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