Riverbed Aternity Service Definition

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1. Scope and Purpose of the Service

Riverbed® Aternity provides a software-as-a-service ("SaaS") Digital Employee Experience (DEX) platform (the “Service”) that enables organisations to monitor, analyse, and improve the digital experience of employees and end users across devices, applications, and networks.

The Service is designed to give customers visibility into how digital services are experienced, rather than relying solely on infrastructure or availability metrics. It supports experience-led IT operations, service management, and continual service improvement by enabling proactive identification, diagnosis, and remediation of experience degradation.

2. End-User Experience Monitoring

The Service captures experience telemetry directly from physical endpoints, virtual desktops, and supported mobile devices to measure the real-world performance and usability of applications and digital workflows.

Monitoring includes, but is not limited to:

- Application launch times, response times, crashes, and errors
- Transaction and workflow performance from the user perspective
- Device health indicators such as CPU, memory, disk, and network performance
- Network path and connectivity characteristics impacting user experience

Telemetry is collected using lightweight (Unified) agent with optional modules or platform integrations and is designed to operate at enterprise scale with minimal impact to endpoint performance.

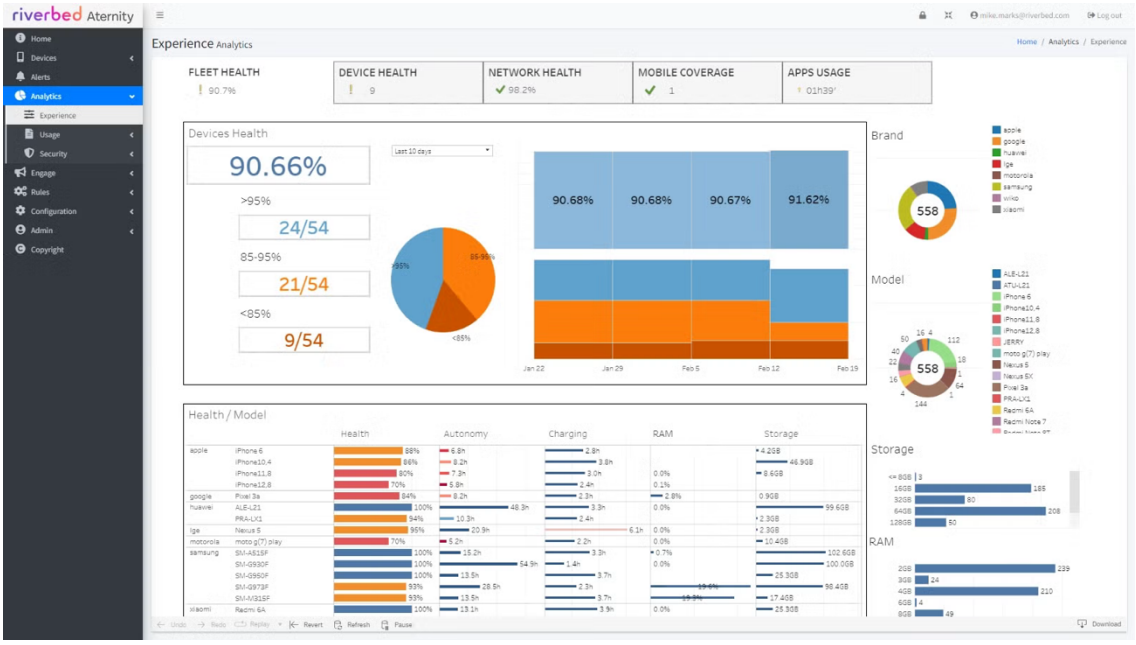

Figure 1: High-level overview of Aternity telemetry and analytics components

3. Application Experience and Performance Visibility

The Service provides visibility into the experience of business-critical applications across on-premise, cloud, and SaaS environments. This includes both commercial off-the-shelf and internally developed applications.

Application experience insights are correlated with device, network, and environmental data to support root-cause analysis across complex hybrid estates. The Service focuses on understanding whether applications are usable and performant from the end-user perspective, rather than solely whether they are available.

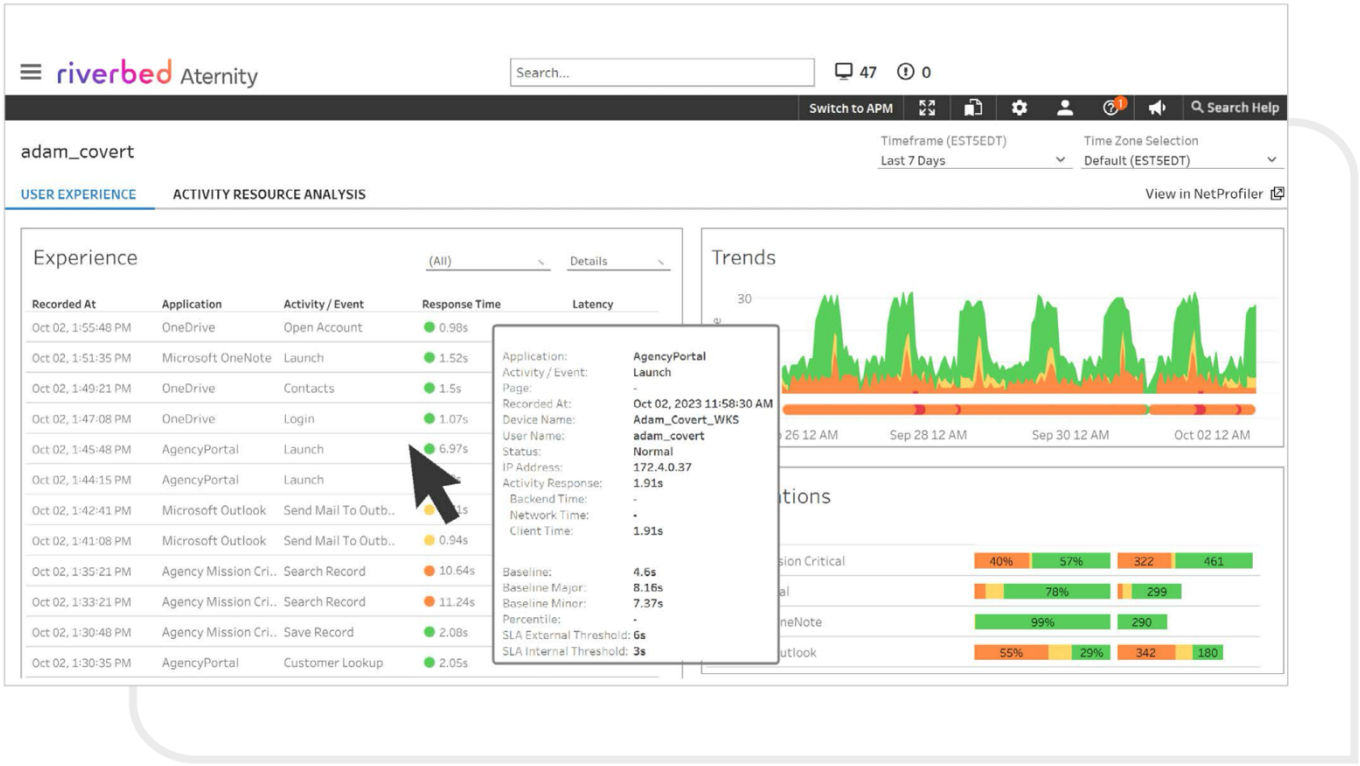

Figure 2: Track every click-to-render event for seamless productivity.

4. Experience Analytics, Benchmarking, and Insights

The Service applies analytics to collected experience data to identify trends, anomalies, and systemic issues impacting digital experience.

Key capabilities include:

- Experience scoring and benchmarking using the Digital Experience Index (DXI)
- Comparative analysis across user groups, locations, devices, and applications
- Historical trend analysis to support service reviews and improvement initiatives
- Insight generation to prioritise issues based on experience impact

These capabilities enable organisations to move from reactive incident handling to experience-led service optimisation.

Figure 3: Immediate insight into overall digital experience.
Aternity DXI provides an immediate view of overall digital experience score and color-codes the areas that affect it.

5. Proactive Detection and Remediation Support

The Service continuously evaluates experience signals to identify emerging or recurring issues before they materially impact users.

Where integrated with IT Service Management (ITSM) or operational tooling, the Service can support:

- Automated or assisted incident creation based on experience thresholds
- Context-rich diagnostics to support first- and second-line resolution
- Data-driven prioritisation of remediation activities

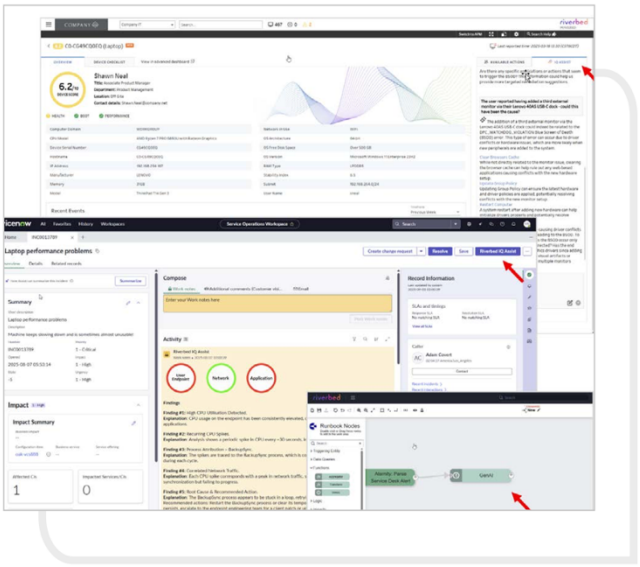

Figure 5: IQ Assist: GenAI (LLM) Assistant for Troubleshooting & Remediation

The Service does not independently modify customer systems unless explicitly authorised and configured by the customer.

6. Deployment, Architecture, and Operation

Aternity is delivered as an enterprise-scale SaaS platform.Deployment is achieved through:

- Lightweight endpoint agents
- Virtual desktop and platform integrations
- Centralised cloud analytics and reporting services

The Service is designed for rapid deployment and global scalability, supporting large and distributed user populations.

7. Data Processing and Use Limitations

The Service processes customer telemetry and experience data solely for the purpose of providing, maintaining, and improving the Service in accordance with applicable agreements and documented customer instructions.

Collected data focuses on performance and experience indicators and is not intended to capture business content. Customer data is not used for any purposes unrelated to service delivery.

The Service is fully GDPR-compliant and applies strict data protection controls. All customer data is encrypted in transit and at rest using industry-standard encryption mechanisms to ensure confidentiality and integrity throughout the data lifecycle.

8. Security, Compliance, and Assurance

The Service incorporates administrative, technical, and organisational safeguards designed to protect customer data against unauthorised access, disclosure, alteration, or loss.

Security measures include access controls, encryption of data in transit and at rest, logging, monitoring, and operational assurance processes consistent with enterprise SaaS delivery models.

9. Customer Responsibilities

The customer retains control over endpoint deployment decisions, configuration choices, access permissions, integrations, and remediation actions taken based on Service insights.

The customer is responsible for ensuring that its use of the Service complies with applicable laws, regulations, and contractual obligations, including employee communications where required.

10. Service Options and Extensions

The Service may be extended through licensed options to increase application coverage, enable advanced analytics, or support specific operational use cases. This allows organisations to tailor the Service to their environment, maturity, and business priorities.