

# Federal agency IT teams achieve success in “shifting left” by reducing problem resolution times and improving employee productivity

## Customer

- Federal Law Enforcement Agencies

## The Problem

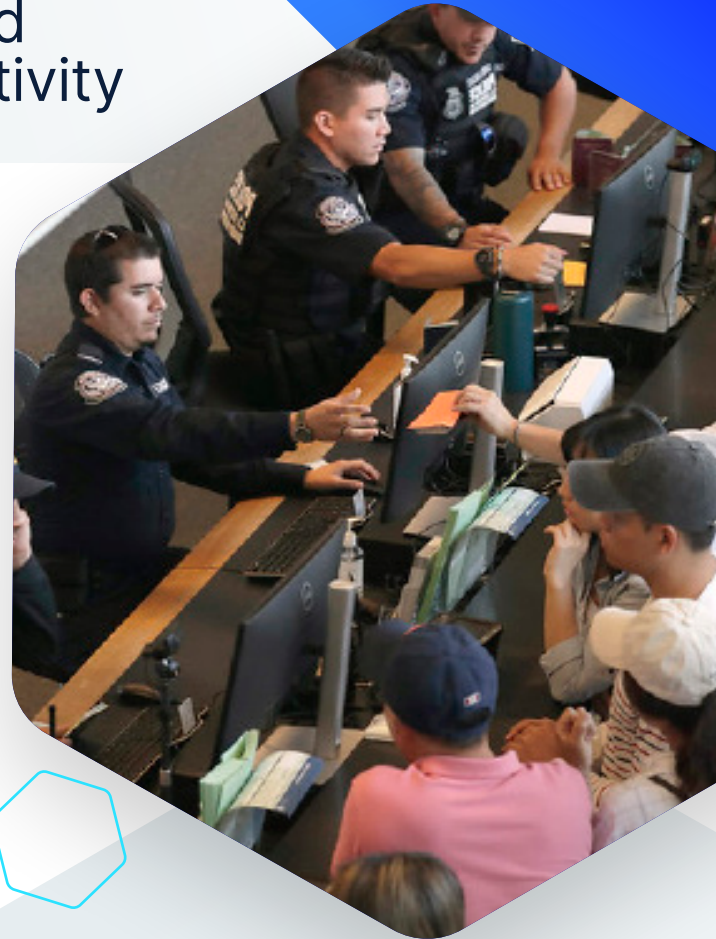
- Inefficiency and delays in identifying causes and solving IT problems
- Negative impacts on productivity for employees and supporting IT staff
- Finger pointing within IT teams caused by difficulties identifying and solving problems quickly
- Impacts on IT staff morale

## Solution

- Alluvio Aternity Digital Experience Management from Riverbed
- Engineering services from Swish

## Benefits

- Faster problem solving – improved Mean Time to Resolution (MTTR)
- Improved IT Support Team efficiency and productivity – Level 1 teams are able to solve more problems, with fewer tickets requiring escalation to Level 2 and 3 support teams
- Reduced need to stand up “war rooms” to resolve issues
- The ability to “shift left” by using Digital Experience Management (DEM) technology which proactively identified problems, leveraged automation for ticket enrichment, and enabled contextual drill-down for help desk analysts
- Higher satisfaction levels and improved user experience for all staff and IT support teams



## Overview

At two federal law enforcement agencies, different IT teams are responsible for ensuring that employees' computers, applications, network communications and other infrastructure are performing as they should --- wherever the employee is working --- at headquarters, a regional office, home, in the field.

These Help Desk teams are often specialized and focused on specific parts of the IT environment, leveraging legacy visibility tools that only focus on their area of responsibility.

As a result, the teams are left without a complete picture of the entire IT environment which makes diagnosing the root causes of common problems challenging and frustrating. When end users have poor digital experiences, simple questions became hard to answer. Is the problem the user is experiencing caused by an issue with their computer an application, or their wifi signal? Is the issue unique to their location, region, or network?

When these issues arose, one IT team might check their monitoring tools and dashboards and report that they see no problems that could explain a user's complaint. The next team does the same thing with the same result. Tier 1 issues are escalated to Tier 2 and Tier 3 Help Desk resources, war rooms get stood up, and often teams blame each other. In many cases, the result is that no one sees any problem within their area of responsibility, but the user continues to report that they are having problems.

In the case of these two related federal agencies, users were experiencing a range of problems. In one agency, key applications were running so slowly that many agency employees were severely handicapped. The situation persisted for months. Operational backlogs were growing. Employees and senior managers were frustrated and under pressure.



**15yrs**  
**of Swish Solutions**

**4 Million+**  
**Riverbed Managed**  
**Endpoints, Globally**

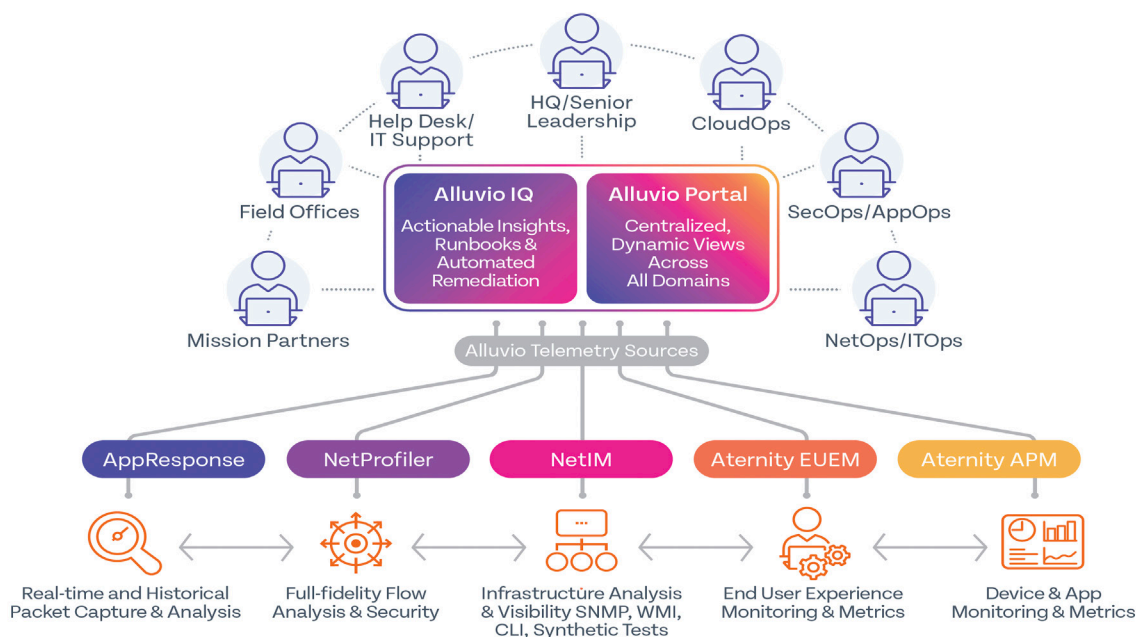
After exhausting their search for the cause with their siloed traditional tools, the IT team turned to the Riverbed and the Swish Data Professional Services team to leverage the Riverbed Alluvio Aternity Digital Experience Management (DEM) Platform, which gave them new ways to analyze the problem. Because Alluvio Aternity tracks what users actually experience when they interact with their applications, showing the response time breakdown between the device, network, and application, Help Desk teams are able to resolve issues faster.

For the first time, they were able to compare application response times in the problem region with other areas and see that application response times were twice as slow. Armed with this insight, the IT Team was able to pinpoint network speed issues in a specific geographical area and office as the cause of the problem. Circuits were upgraded and performance improved immediately. The processing completion rates for application approvals – a key part of fulfilling the agency’s mission - improved by 500%.

The other federal law enforcement agency had also long suffered from war room fatigue and inefficient use of Tier 2 and 3 Help Desk resources. In early 2023, it began working with Riverbed and the Swish Professional Services teams to deploy Alluvio Aternity on an enterprise-wide scale. The actionable insights were almost immediate.

When issues arose, because of Alluvio Aternity, Tier 1 Help Desk resources now had the ability to see the root cause of the problem, diagnosing issues faster and earlier, and only escalate when needed, instead of by default. Diagnosing problems earlier, reducing delays, while increasing visibility and efficiency, is known as “shifting left” and is key for agencies to improve user experiences.

### Alluvio Unified Observability Platform



## Summary

By empowering IT support teams with dramatically improved information and visibility, Alluvio Aternity enables faster Mean Time to Resolution (MTTR), improved productivity, user satisfaction, higher morale for both IT teams and the end users they support, and ultimately achieve mission success.

## About Riverbed

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 organizations can deliver a seamless digital experience and drive enterprise performance. Riverbed offers two industry-leading portfolios: Alluvio by Riverbed, a differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless, secure digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of partners, and market-leading customers globally – including 95% of the FORTUNE 100 – we empower every click, every digital experience. Riverbed. Empower the Experience.

## About Swish

Swish is a provider of technology solutions and engineering services to the U.S. Federal Government with a focus on high-quality outcomes for customers. Experienced and certified engineers research and evaluate the most innovative technologies on the market and then develops full life cycle solution offerings to ensure that customers realize maximum operational value. Since 2006, Swish has delivered high-performance solutions and services to the Federal Government market ensuring that customer's digital service capabilities, performance and security exceed expectations and requirements. Swish is a Service-Disabled, Veteran-Owned and HUBZone certified Small Business.

To learn more, please visit:

[swishdata.com](https://swishdata.com)

[riverbed.com](https://riverbed.com)

