

# Riverbed Technology Modernizes From Legacy Middleware, **Speeds Integrations 2X** While Reducing TCO

Global IT vendor realizes greater speed, agility, and cost-efficiency in integration and EDI by upgrading from on-premises TIBCO BusinessWorks to cloud-native Boomi

Pervasive Connectivity

## BUSINESS GOALS

Riverbed Technology, an IT vendor with 28,000 global customers including 95 percent of the Fortune 100, is evolving its solutions portfolio to help enterprises excel with unified observability, network and application acceleration, and digital experience management.

To support that transition, the 20-year-old company is modernizing its internal IT infrastructure with a best-of-breed application approach. Riverbed has migrated from legacy on-premises systems to cloud apps for customer and partner relationship management (CRM/PRM), HR, financial planning, revenue recognition, and more.

Riverbed's cloud-first strategy aims to improve operational efficiency, power business insights, speed innovation, and streamline customer and partner experiences. To fully realize those benefits, Riverbed would also need to upgrade its integration and electronic data interchange (EDI) capabilities from outdated and heavily customized legacy middleware to a modern, cloud-native platform.

## TECHNOLOGY CHALLENGES

Riverbed struggled with long development cycles, high maintenance and infrastructure costs, and limited skills availability with its on-premises TIBCO BusinessWorks platform. TIBCO was at its end of life, and an upgrade to the latest version would be time-consuming and disruptive.

After evaluating MuleSoft and TIBCO's cloud-hosted offering, Riverbed selected the Boomi AtomSphere Platform to replace TIBCO for both internal application and data integration, and for EDI with channel partners. Riverbed already had experience with Boomi at a spinoff called Aternity, now folded back into the parent company.

Boomi's ease of use, scalability, cost savings, and integration/EDI capabilities in a single platform were key factors. Implementation by Boomi partner Jade and Boomi Managed Cloud Services positioned Riverbed to accelerate business outcomes from broader IT modernization with fast, cost-efficient, and scalable integration and EDI.

Boomi checked all our boxes with its features and components. **We can build a service very quickly with Boomi, 2X faster than before.**

**Bhishma Jani**, Vice President of Information Systems, Riverbed Technology

## HOW BOOMI HELPED

Using Boomi to streamline quote-to-cash cycles, Riverbed is on track to reduce sales quote preparation from up to seven days to less than eight hours. Rollouts of Boomi and Salesforce CPQ (configure, price, quote) are eliminating extensive manual data work by separate sales operations and sales reps teams.

Faster quoting improves customer experiences, drives revenue, and allows sales reps to prepare quotes previously so complex they needed to be handled by sales ops experts. In EDI, Riverbed is improving partner experiences with Boomi B2B/EDI Management and a new PRM system, Impartner.

Riverbed is enhancing data reliability and consistency with Boomi EDI across order fulfillment processes handled by key channel partners. Boomi's ability to accommodate the RosettaNet EDI standard, along with the more common EDIFACT and X12, has proven especially valuable.

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**Boomi is operationally efficient, cost-efficient, and scalable.** There's a strong vendor commitment to always improving the technology, and we can find Boomi talent in the market without hunting for niche specialists who are very expensive and hard to find.

**Bhishma Jani**, Vice President of Information Systems, Riverbed Technology

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## RESULTS & BUSINESS OUTCOMES

With deployment by Jade, Riverbed uses Boomi for 120+ integrations, about 70 application-to-application connections and 50 with EDI trading partners across the globe. It has accelerated integration rollouts 2X while gaining the flexibility to scale up or down as needed.

Riverbed no longer needs specialized TIBCO skills, improving cost-efficiency. As a centerpiece of IT modernization, Boomi handles high volumes of data in near real time to help Riverbed transform into a faster, more agile business.

- Reduced TCO with lower costs for licensing, in-house infrastructure, and technical debt
- Improved data reliability and business process speed
- Streamlined faster trading partner onboarding

Going forward, Riverbed is positioned to innovate with Boomi capabilities such as API Management, Master Data Hub, and Flow workflow automation — which was part of the Boomi platform's appeal.

## CUSTOMER SPOTLIGHT

<b>Industry:</b>	IT (Network acceleration and observability)
<b>Headquarters:</b>	San Francisco, Calif.
<b>Founded:</b>	2002
<b>Revenue:</b>	\$1+ billion
<b>Customers:</b>	28,000+
<b>Partner:</b>	Jade
<b>Key Integrations:</b>	Oracle E-Business Suite R12, NetSuite, Salesforce, Workday, Zuora, Impartner PRM, Oracle Customer Hub, MySQL database, Baxter Planning

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