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User Experience Insight

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SOLUTION ADVOCACY APJ

aruba
a Hewlett Packard
Enterprise company
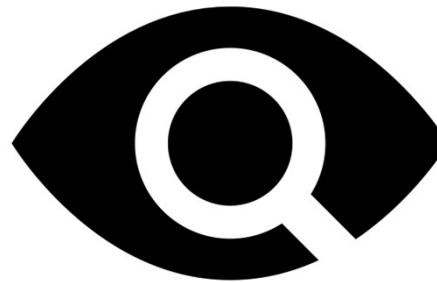
Key Challenges

Typical IT Solutions Do Not Focus on Mobility, SaaS, or User Experience

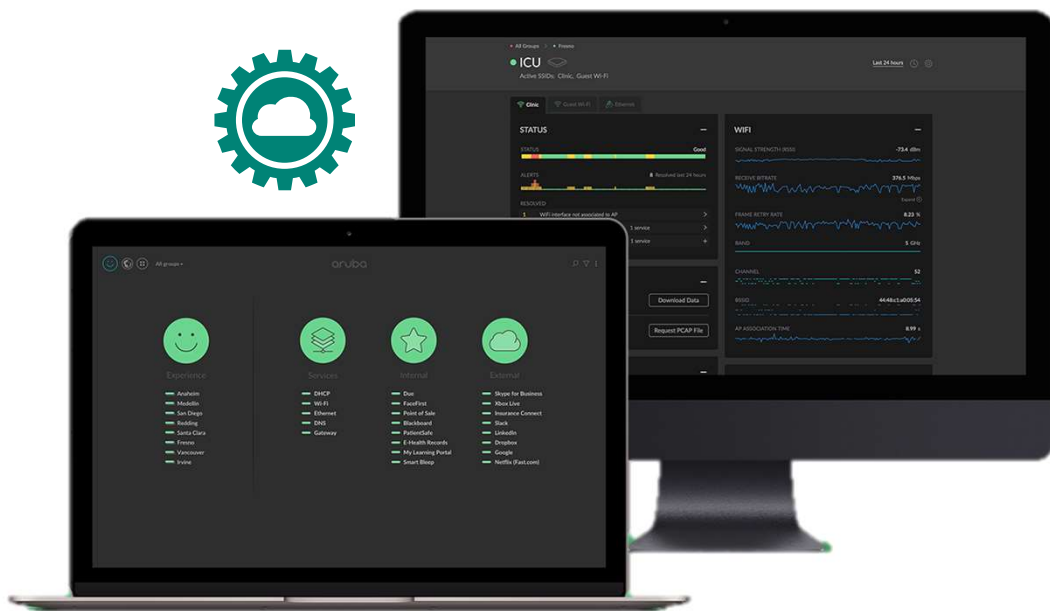| Many issues go undetected until end-users complain	Many issues are transient, anecdotal, or difficult to replicate	Existing tools may be ineffective, and lack end-user awareness

Introducing Aruba User Experience Insight

Cloud-Based UI

User and Application Assurance
Gain a user's perspective of the network and application performance by mimicking user behavior and actions

AI Alerts for troubleshooting
Use machine learning and synthetic testing for proactive validation of network health

Simple to manage and deploy
Intuitive user interface for administration, real-time monitoring, and zero-touch provisioning

WLAN, LAN, and App Assurance
Collect data from APs, switches, internal services, and cloud-based applications

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IT Assistant and Assurance Best Practices In A Box

- ✓ **Continuous Automated Testing and Troubleshooting**
- ✓ **At-A-Glance Status**
- ✓ **Actionable Insights**

- ✓ **Fix and Validate Remotely**
- ✓ **Peace of Mind Everything is OK**
- ✓ **Save Time (And Money)**

Actionable Insights Enable Consistent User Experiences

User-perspective **insights** for detecting and troubleshooting problems in ways no other solution can provide, without site-visits or truck-rolls.

UNIQUE

- The only vendor with synthetic client testing
- Provide an outside-in perspective of the network
- Vendor-agnostic with support for any Wi-Fi SSID or wired port

POWERFUL

- Offers real-time performance status
- Enables proactive problem resolution
- Tests the full path from the edge to data/app/service
- Triage feature plus packet capture history and analytics facilitates troubleshooting

SIMPLE

- Straightforward value prop
- Works with any network, including non-Aruba and mixed-vendor
- Easy to demo and quote
- Intuitive user interface
- Zero-touch installation
- Minimal ongoing admin

An End-to-End Perspective

User Perspective ← → **Network Perspective**

User Experience Insight Dashboard and Sensors
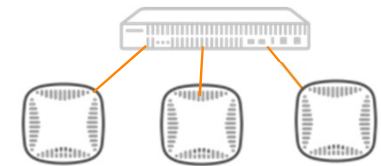
Aruba Central Cloud Management for WLAN, LAN, VPN and SD-WAN

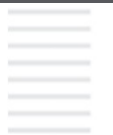## User Experience Insight

Use:
Continuous testing and validation with automated troubleshooting and AI Alerts to understand user experience

Leverages Data from:
Purpose-Built UXI Sensors and integrates with Aruba Central

Aruba Central

Use:
AI/ML-based Wi-Fi Optimization
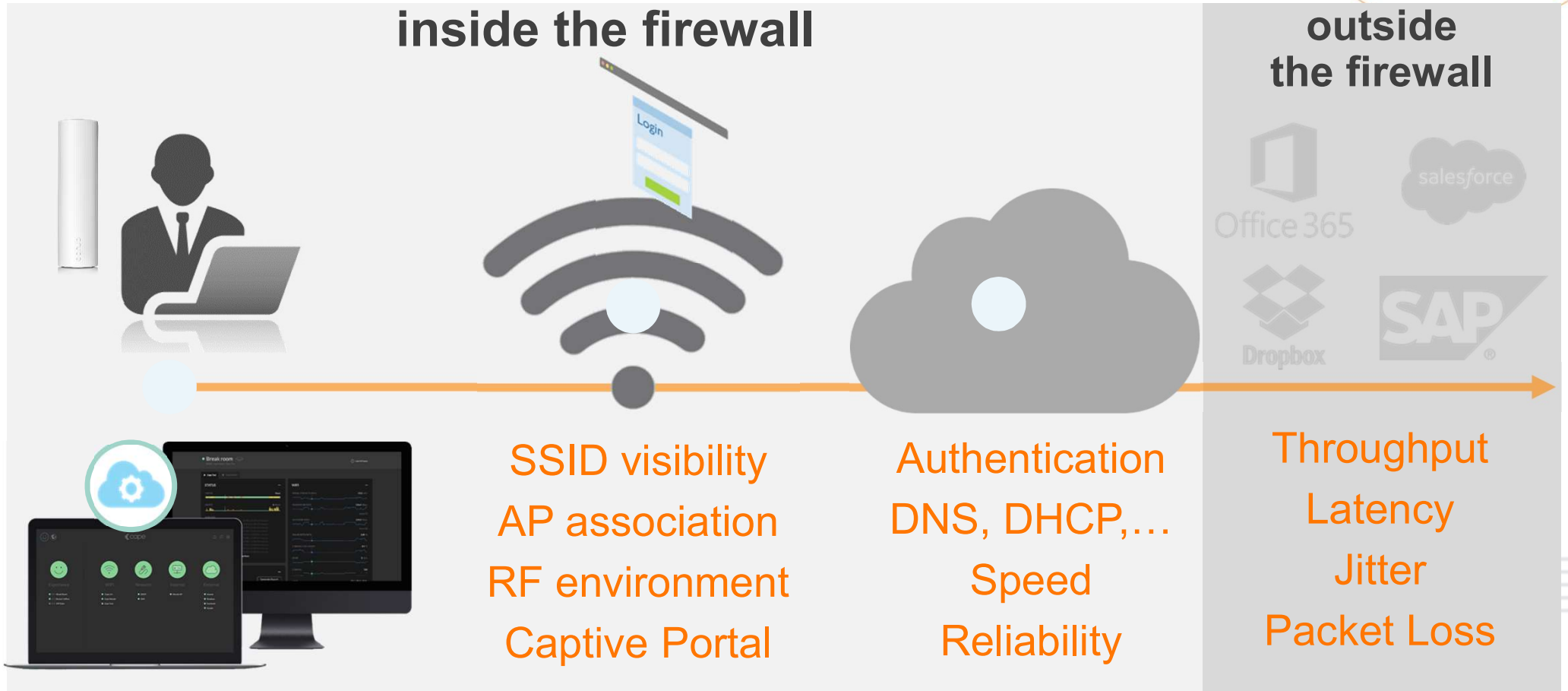
Leverages Data from:
Aruba UXI, WLAN, LAN, and SD-WAN

User Experience Insight

Features and User Interface

Data to Optimal User Experiences

inside the firewall

outside the firewall

SSID visibility
AP association
RF environment
Captive Portal

Authentication
DNS, DHCP,...
Speed
Reliability

Throughput
Latency
Jitter
Packet Loss

Test Suite

Thorough Testing To and Through Your Network

Wi-Fi

– **Scan**

– **Association**

– **Packet capture**

– **Measure KPIs (RSSI, Util, etc.)**

Network

– **Authentication**

– **Captive Portal**

– **Gateway**

– **DNS**

– **DHCP**

– **Iperf3**

– **Ping/Hping**

– **HTTPGet / Curl**

– **Telnet**

Library of Apps:

– **Test any Web Application (easy recording/script)**

– **Office 365, Gmail, AWS (w customer login)**

– **Dropbox (w customer login)**

– **Slack (w customer login)**

– **Skype for Business, Blue jeans and other VoIP services**

– **Netflix**

– **YouTube**

Zero-Touch Deployment Is As Easy As 1, 2, 3

In the office, branch, or remote location

UXI F-Series Sensor

UXI G-Series Sensor

1 **Place or mount**
1 sensor for every 5-10 Aps
at end-user locations

2 **Connect to power**
AC adapter or PoE

3 **Login to dashboard**
View real-time status

UXI Sensor Portfolio

Synthetic client devices that analyze and test the network

**UXI F-Series
Sensor**

**UXI G-Series
Sensor**

G-Series	F-Series
2.4/5GHz 2x2 Wi-Fi 5	2.4/5GHz 2x2 Wi-Fi 5
10/100/1000 GE	10/100/1000 GE
Bluetooth 5	*N/A*
Optimized for wall mount (or ceilings)	Optimized for ceiling mount (or walls)
1, 3, 5-year cloud or LTE license	1, 3, 5-year cloud or LTE license
Optional Mobile app onboarding via BLE	*N/A*
Kensington lock	*N/A*
1-year limited warranty	90-day limited warranty

o   Ship to any country and plug into power and it will self-configure. No technical person needed on site.
o   Supports out of band connectivity

At-A-Glance Status
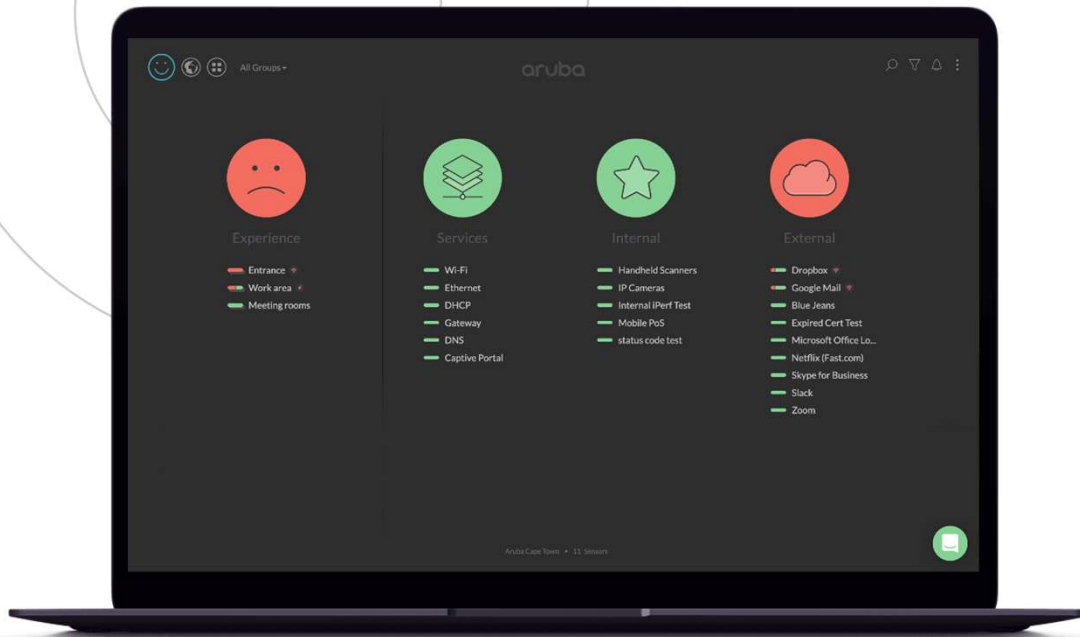
Performance is OK

There's an issue

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Intuitive Real-Time Status
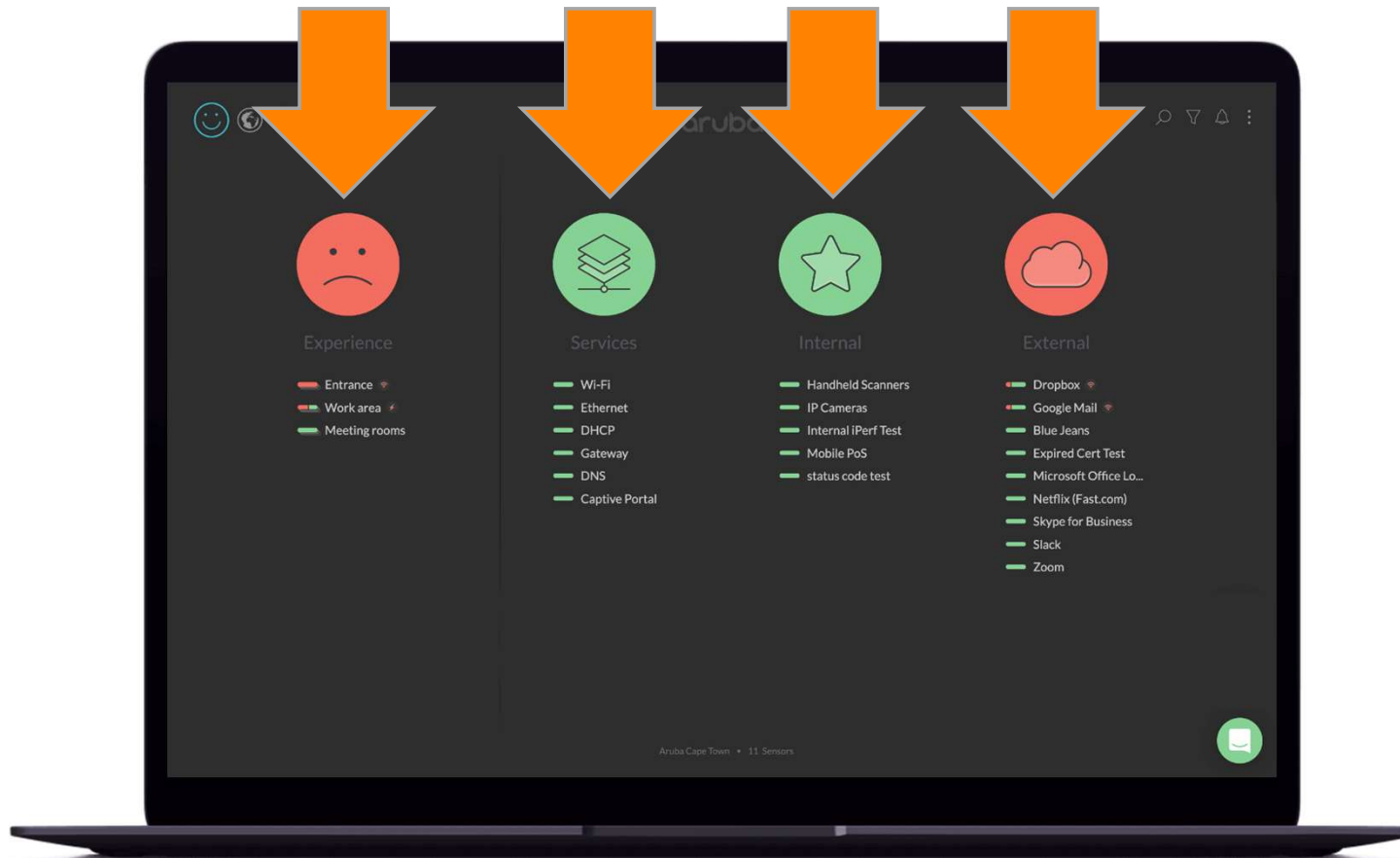
Bring Insights to Any Location

Quickly identify location-specific issues at each site, building, floor, or aisle by installing sensors where you need them most
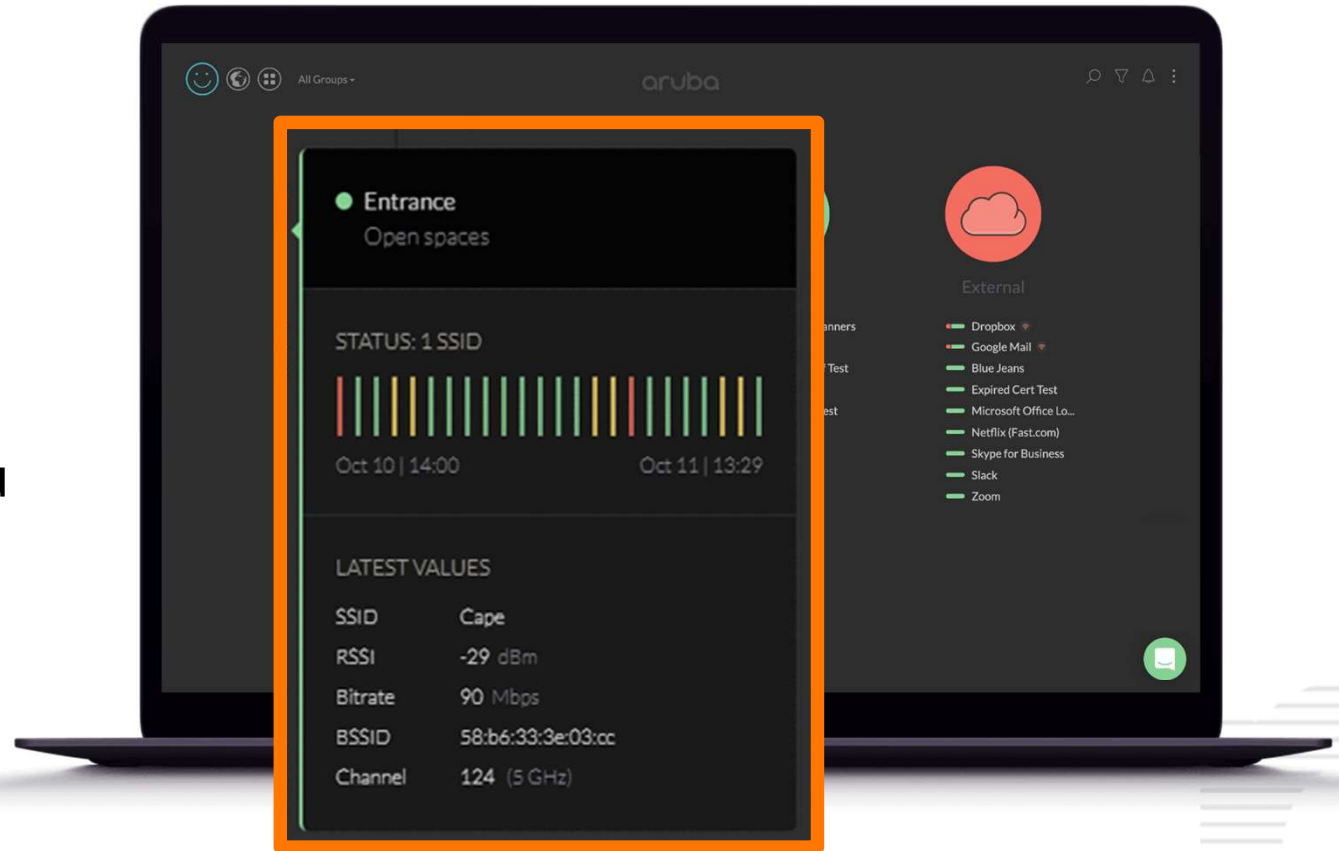
AI Alerts

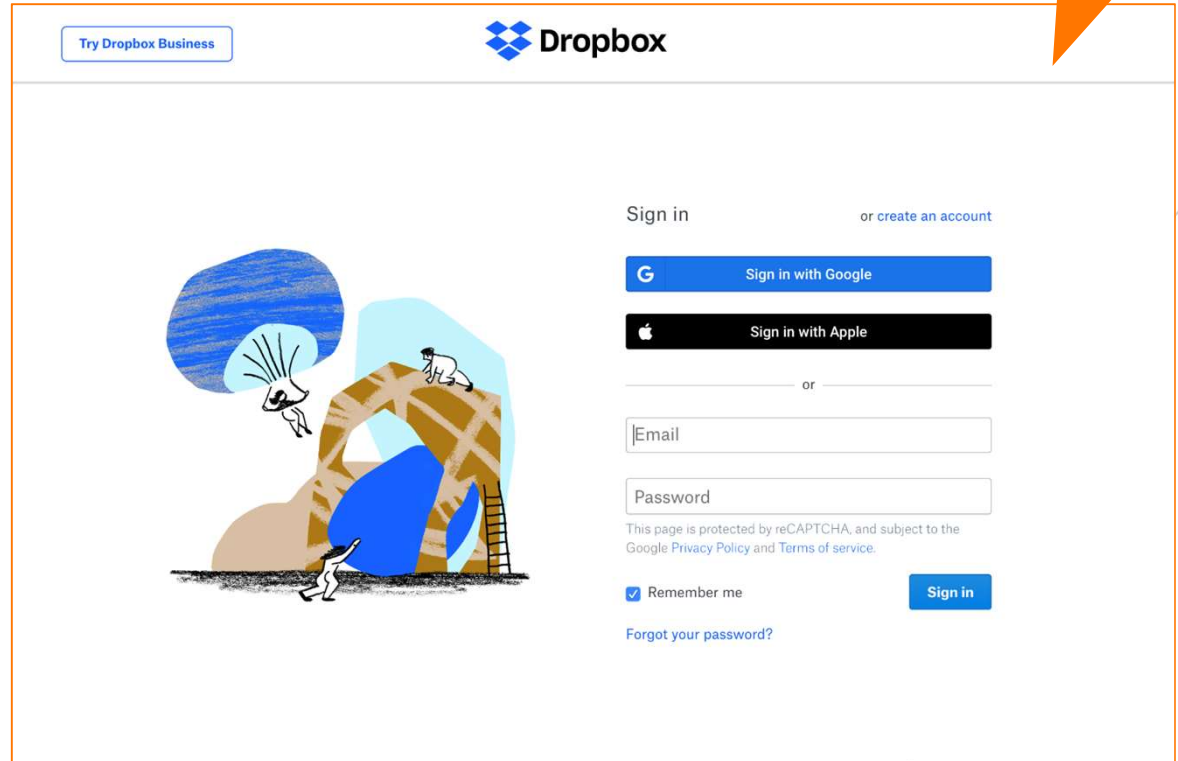Surface critical problems using machine learning that require immediate IT attention.

Alerts can trigger events to ServiceNow and Slack

Available soon

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Enhanced Application Testing

Available soon
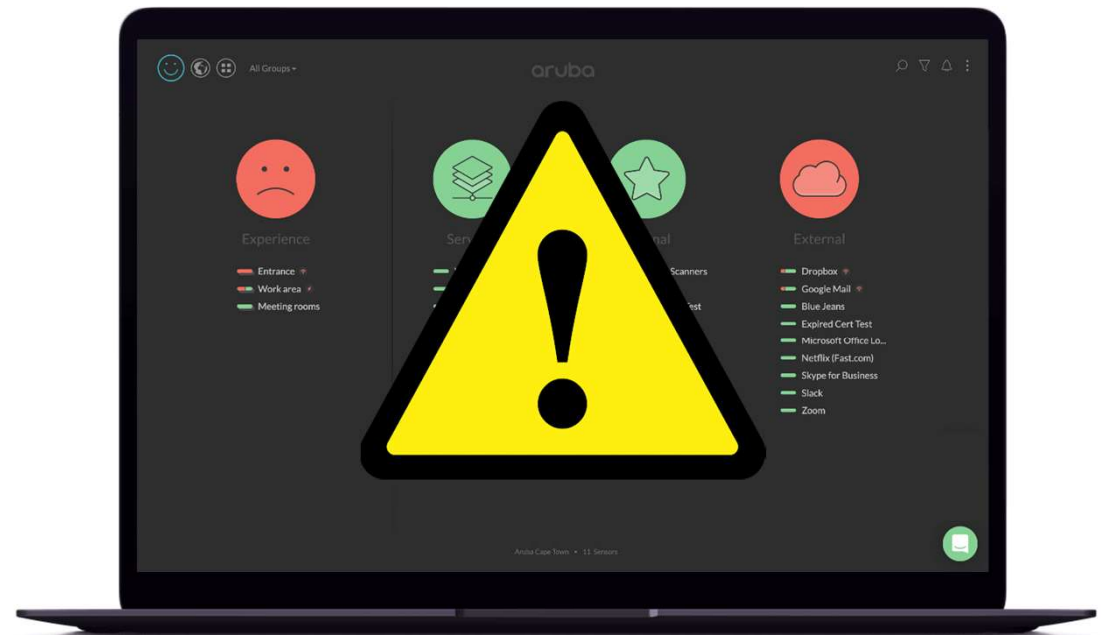
Dropbox Personalized Testing: Automatically login to Dropbox using APIs, and test the upload and download health of the service

Enhanced Application Testing

Web Application Testing:
Record and conduct custom web application tests using sensors across every site in the network

Web App Testing

Record web interaction
Playback on sensors 24/7

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Service Quality Insights

Go back in time to address or validate performance issues of cloud and UCC services using:

- Downloadable root cause analysis
- Dynamic packet captures
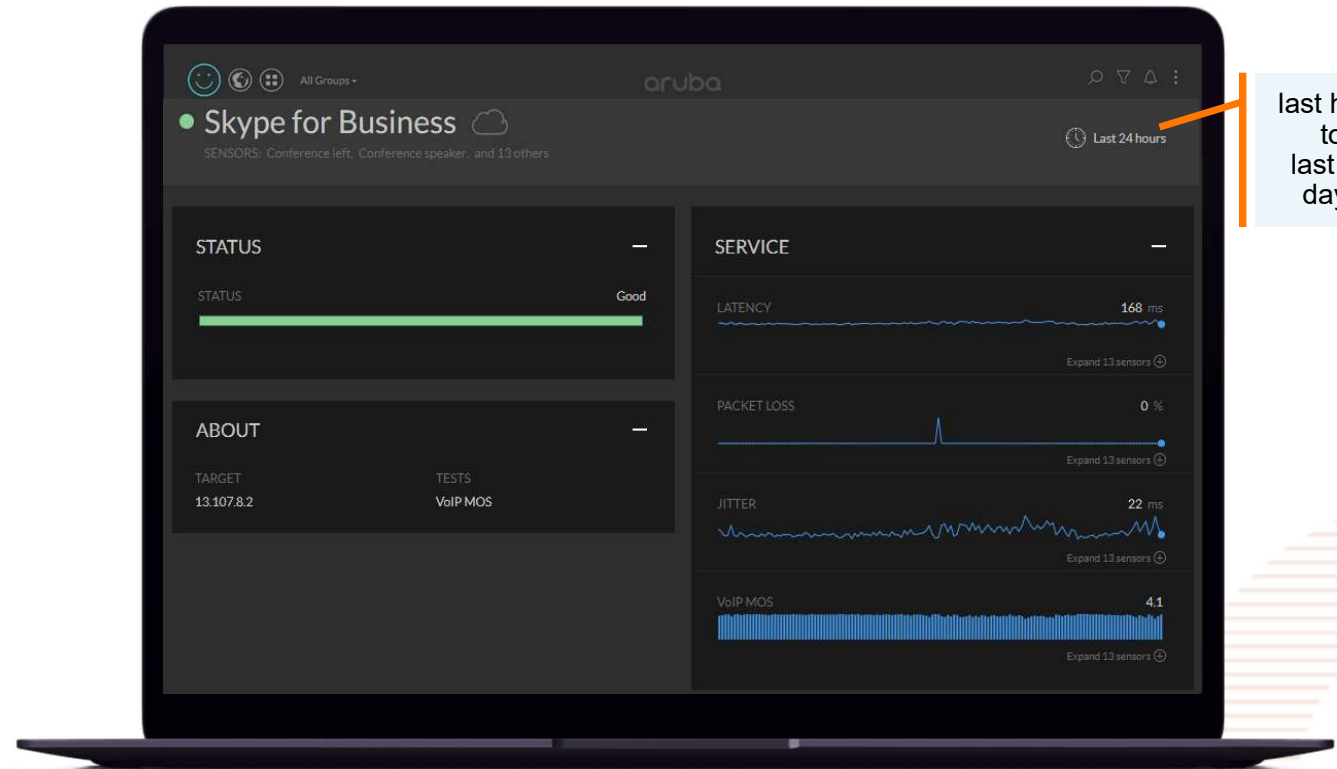
last hour to last 30 days

Dynamic Packet Capture (DPCAP)

Packet captures are dynamically uploaded when issues are detected – or run on-demand
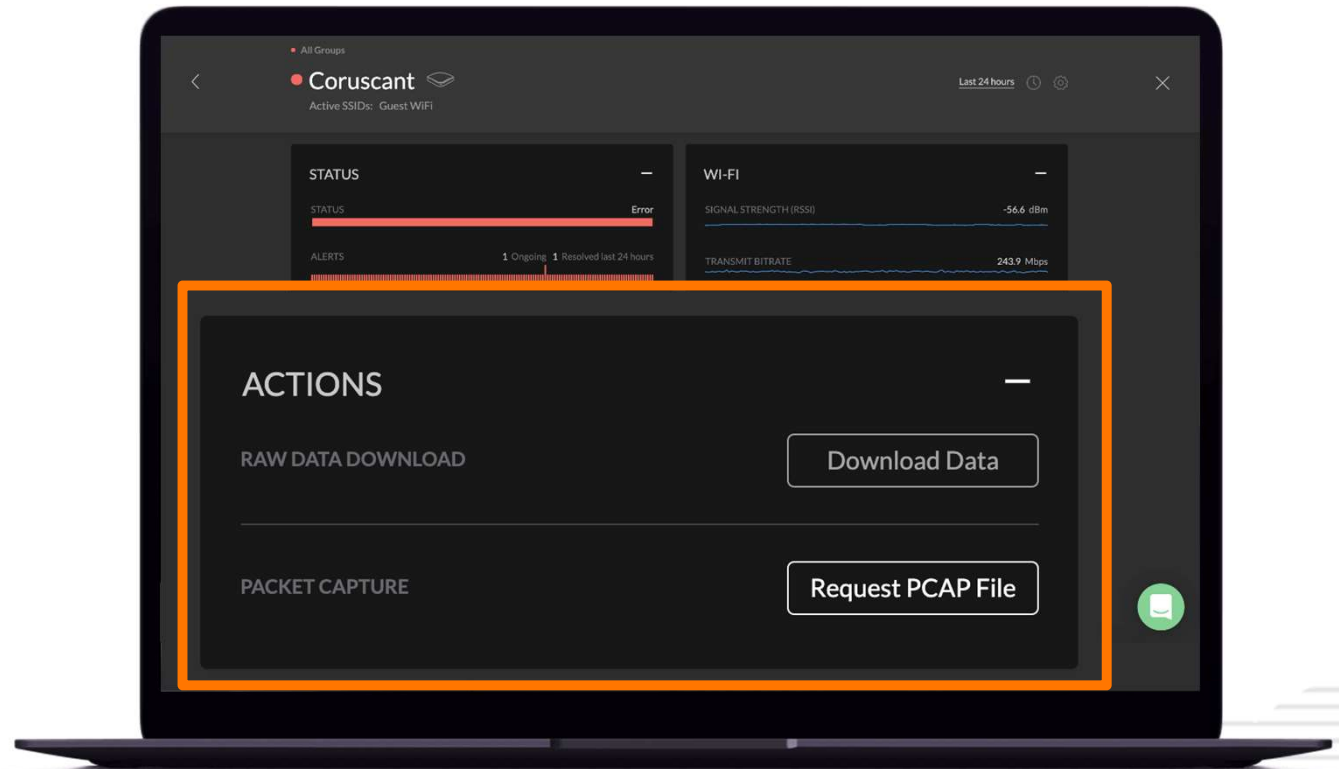
Automatic Troubleshooting

Fast **remote** troubleshooting with rich diagnostics
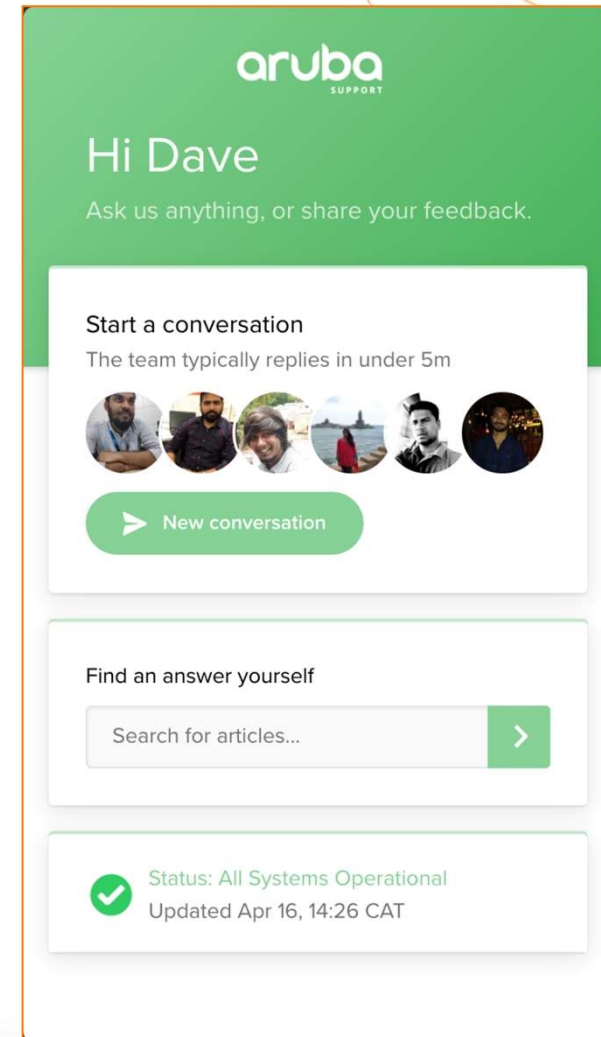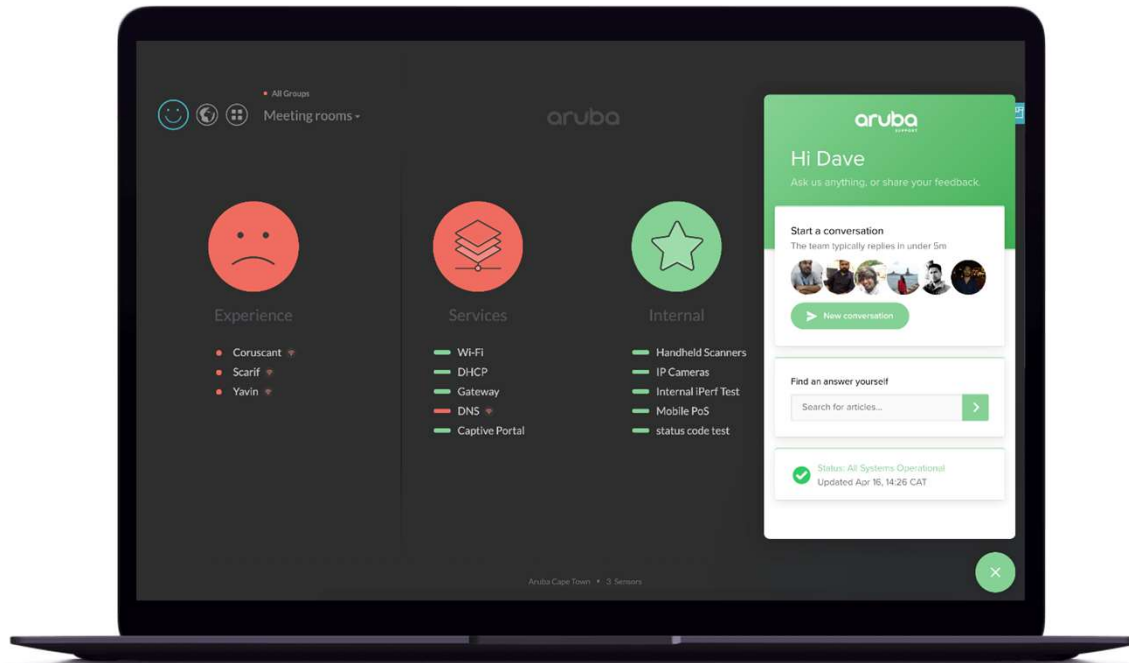

easily identify root cause

24/7 Live Chat

Need help?
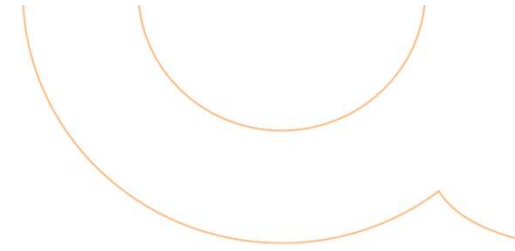Aruba support is available on your dashboard

User Experience Insight

Environment Applicability

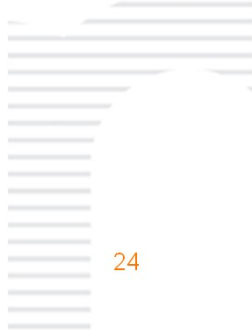# Assure user experience in any environment

Smart Digital Workplaces

Retail Stores

Large Public Venues

Work From Home

Manufacturing

Education

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Success Example: Multi-Vendor Assurance

Objective: assure great connectivity experiences in multi-vendor network

- Real-time tournament info, leaderboard
- Facilitate event app with a new *fan-cam* feature
- Access to email, social media, streaming, etc.

Results:

1. Identified and resolved improperly configured APs by continuously running captive portal tests.
2. Resolved issue with slow event website page loads.
3. Enabled work-around to avert performance degradation from improperly configured short guard interval rates & DNS latency.
4. Helped debug APs that were sporadically stopping DHCP due to Cisco bug.

Summary

– Improve user and application experience on your network through continuous testing and proactive alerting

– Reduce time to resolution, improve business efficiency, save time and money

– Simplify IT team's job, increase credibility (mean time to innocence) and job satisfaction

- Great for **validating** applications, infrastructure, configuration changes

- Automatic **troubleshooting** and **root cause analysis**

  - Minimizes site-visits and truck-rolls

- **Vendor and infrastructure neutral**

- **Simplicity:** Immediate time-to-value; low ongoing administration

Resources

- **Solution Overview**
- **Data Sheet**
- Contact us to arrange a FREE TRIAL

Thank you

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