



ARUBA AIOPS USE CASES

# Maintaining VIP sites with AI and the cloud

## INTRO

### Sometimes there's that one site

It's Friday evening and you're reminded that the CEO is delivering an important webcast first thing Monday morning. You panic because your team has been chasing an intermittent network issue, and legacy management tools haven't found a thing. You're not even sure what triggers the problem. What you do know is that your weekend is over.

## CHALLENGE

### Not everyone is ready for the cloud

Even though the cloud promises you flexibility, scale, and a new way of looking at your network, the previous decision to use on-premises infrastructure was a wise choice based on mobility needs and size of your business. The ability to control the data going into the cloud was also important. Your business type, management team, or government policies may have also influenced your decision. It wasn't an old way of thinking; it was a necessity.

But there is the one site.

## SOLUTION

### Aruba AIops for just the VIP site

Fortunately, customers can use their existing Aruba infrastructure and management solution, and easily add Aruba Central and AIops into an environment for just the one site. This lets IT teams utilize cloud management and Aruba's valuable AI Insights, to identify and fix any potential problems. It's the advantage of using an edge-to-cloud architecture like Aruba ESP. Unified Infrastructure means the same access points can be used with cloud or on-premises management, making optimal use of investments.

The ability to use existing infrastructure or upgrade to Aruba Wi-Fi 6 access points ensures there is little to no learning curve which saves months of time. Aruba's AI Search makes it easy to look for specific user, device or location information. And AI Assist even automates the capture of needed troubleshooting data and the engagement of Aruba's TAC organization for those intermittent and hard to solve issues.

# A real-life Aruba customer case study

The help desk of a large services organization with two critical satellite offices was receiving a large number of complaints related to network connectivity issues. The IT team often had very little data to help diagnose problems, which meant using legacy troubleshooting tools to fix problems – which led to lost time for up to three IT people and a poor user experience.

Because of past cloud concerns, Aruba AirWave was being used for managing all of their sites. A new solution was needed for the satellite offices that allowed for continuous monitoring of their wireless, wired, and WAN, 24/7. IT determined that Aruba Central with built-in AIOps would make all of the difference - intelligence with a containable cloud footprint.

With AI Insights, data revealed that most issues were often due to delayed DHCP requests, and not the Wi-Fi network itself. Aruba AIOps also helped identify site specific problems faster (up to 90%). The data also justified an investment in local DHCP services for the satellite offices. Aruba’s Peer Comparisons then revealed that a change to their WLAN RF settings would yield a 20% performance gain, when comparing the satellite offices to similar sites.

## SUMMARY

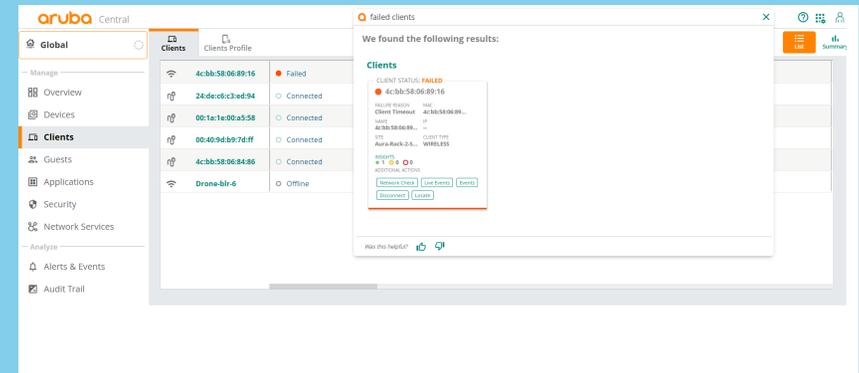
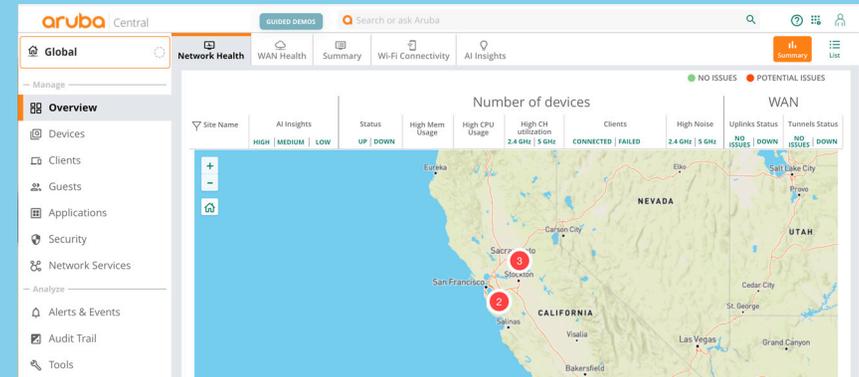
Today’s trying times have changed the game. The use of a hybrid model of on-premises and cloud (or Edge-to-cloud) solutions are a growing trend. IT gains needed intelligence and automation, while users and the business reap the rewards. All while saving time, money, and in some cases the weekend.



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