

aruba

a Hewlett Packard  
Enterprise company



# Aruba User Experience Insight

A Simple Way to Assure Network and App Experiences

## Experiences Matter

Organizations large and small are increasingly focused on improving the line of business and end-user experience. According to a recent analyst report, at least 80% of enterprises have already converged non-IT equipment on IT infrastructure<sup>1</sup>, underscoring the need for IT to have better visibility over network health, diagnose and remediate problems that may impact the bottom line. Managing distributed or remote locations adds additional complexity and can quickly consume resources - a simple solution that augments existing IT tools is needed.

## Unbiased Visibility

Traditional network monitoring and basic assurance solutions often lack the ability to provide an end-user and IoT perspective. They tend to capture data from the network infrastructure that has an inherent bias and blind spots. Continuous growth of mobility, IoT and cloud apps highlights the importance of operating your network with the most complete view possible that combines your infrastructure perspective and users' experience perspective.

## Network Independence Without Lock-in.

User Experience Insight uses sensors that test all aspects of connectivity to apps in your data center and in the cloud. The sensors connect to any wired and wireless network and interact with apps just like any other client device, so you get these benefits too:

- Works with any network, including non-Aruba and mixed-vendor infrastructure
- Installation and ongoing use are not disruptive to your network
- Longevity of your investment

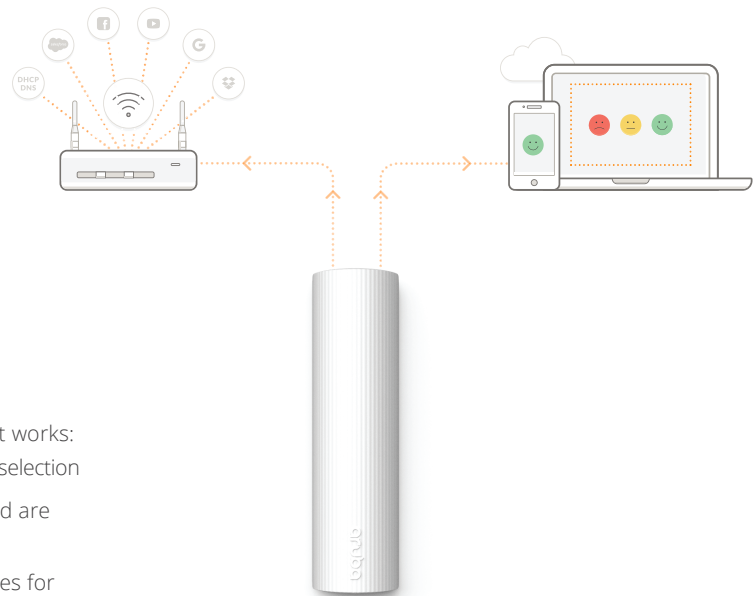
# How it works

The solution sensor and dashboard work together to give you peace of mind.

User Experience Insight consists of hassle-free sensors and a simple to use cloud-based dashboard to assess networks and apps. Each sensor connects to your network, interacts with the apps you choose and reports the experience-perspective performance via its dashboard. It's as simple as that.

Assessments and troubleshooting occur throughout the day to provide constant experience visibility. Consistent testing helps define the responsiveness of DHCP, DNS, AAA, internal servers and apps before, during and after typical peak traffic periods. The built-in troubleshooter isolates issues and provides insights for further analysis and fast resolution. Data is viewable for 30 days. Machine learning identifies abnormal issues to focus you on the most critical situation at any given moment. Here's how it works:

- The sensors are ready to use after boot-up and initial test selection
- All results and data are securely stored in the cloud and are viewable and downloadable via the dashboard
- A built-in connection to a cellular phone service provides for "zero touch" deployment and transmission of data in the event of local power outages or complete network failures

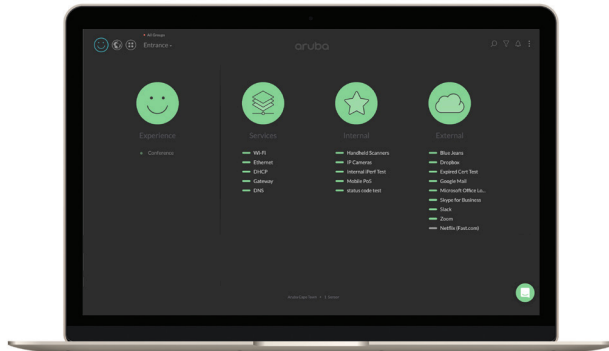


# An AI-Powered IT Experience

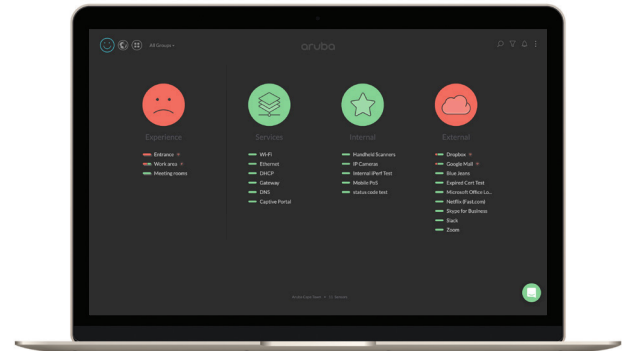
Understand the Experiences Your Network and Apps are Providing Like Never Before.

An intuitive dashboard delivers instant access to user experience across all your sites - so you can easily separate Wi-Fi issues from application issues without a single click. Using AI-powered incident detection and on-site sensors, easily pinpoint when and where performance problems are occurring in your network. No expertise is required to identify the type and cause of wired, wireless, or WAN problems.

Real time issue notifications for critical issues affecting high priority services are grouped into incidents to eliminate alert fatigue. These incidents in turn trigger automatic ticket creations and alert IT via dashboard, email, Slack, and Service Now via webhooks.



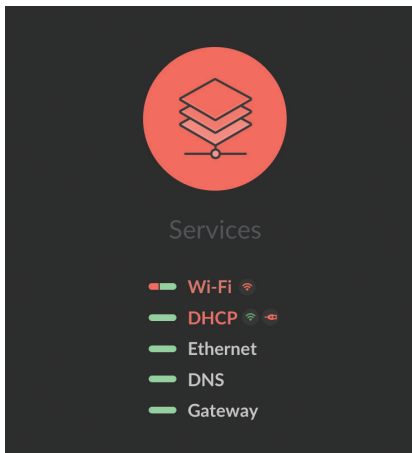
Easy-to-read dashboard instantly provides the status of network and mission critical-apps. You'll have peace of mind when all indicators are green.



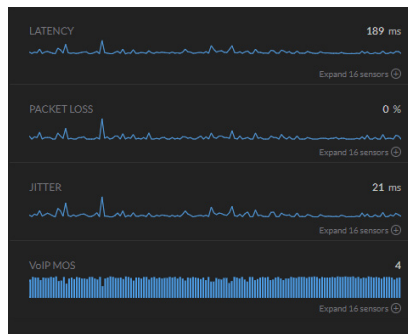
Real-time status changes make it easy to get ahead of help desk calls and associated user complaints as well as IoT issues. Red status gives instant visibility of problems.

# It's All in the Details

Quickly go from a network-wide view of all your sites to uncovering problems affecting specific users. Information such as latency, jitter, and packet loss, in addition to packet captures allow you to perform advanced troubleshooting and remediation.



Instantly see if connectivity services are failing before people or your organization are affected.



See the Mean Opinion Score (MOS) for video conferencing and VoIP apps such as Skype, Zoom, etc.

An "Analysis" table with columns: SEVERITY, ISSUE, MESSAGES, STACK, and TRIGGER. It lists various network events, with one row highlighted in red.

SEVERITY	ISSUE	MESSAGES	STACK	TRIGGER
INFO	WiFi is available	WiFi is available	WiFi is available	
INFO	Default DHCP lease information	Default DHCP lease information	Default DHCP lease information	
INFO	Gateway is reachable	Gateway is reachable	Gateway is reachable	2022-1-1
INFO	Network is operating normally	Network is operating normally	Network is operating normally	
INFO	Successfully connected to an external host	Successfully connected to an external host	Successfully connected to an external host	
INFO	High packet loss to host	High packet loss to host	High packet loss to host	www.dash.com
INFO	Host is responding to ping	Host is responding to ping	Host, TCP Ping port 80	www.dash.com
INFO	URL can be reached	URL can be reached	URL can be reached	URL
WARN	External HTTP timeout	External HTTP timeout	External HTTP timeout	
INFO	External IP connected and up	External IP connected and up	External IP connected and up	
INFO	Default DHCP lease information	Default DHCP lease information	Default DHCP lease information	
INFO	Gateway is reachable	Gateway is reachable	Gateway is reachable	2022-1-1
INFO	Network is operating normally	Network is operating normally	Network is operating normally	
INFO	Successfully connected to an external host	Successfully connected to an external host	Successfully connected to an external host	
INFO	Host is responding to ping	Host is responding to ping	Host, TCP Ping	www.dash.com
INFO	Host is responding to ping	Host is responding to ping	Host, TCP Ping port 80	www.dash.com
INFO	URL can be reached	URL can be reached	URL can be reached	URL
WARN	External HTTP timeout	External HTTP timeout	External HTTP timeout	

If you see a failure, identify root cause details and gain access to a historical view for deeper analysis.

# Purpose-Built Sensors



## Sleek, Silent and Simple to Use

- Designed to fit into any environment
- Security-hardened for tamper and theft prevention
- Uses Power-over-Ethernet or an A/C adapter for power
- Tests LAN, VLAN, WLAN and WAN connections
- Includes cellular data connectivity for:
  - Zero Touch Provisioning – network connection settings are sent directly to each sensor
  - Alerting you about catastrophic network failures and power outages

# Ideal For Use In Every Industry



## RETAIL

Always keep customers and staff connected to ensure loyalty, sales and efficiency



## WORKPLACES

Provide consistent connectivity that drives digital transformation, collaboration and productivity



## HEALTHCARE

Flawless connectivity for patients, providers and life-sustaining IoT medical devices



## HOSPITALITY

Amazing experiences from check-in to check-out keep your guests happy and coming back



## BRANCH OFFICES

See what's going on, even at remote sites without dedicated or on-site IT personnel



## EDUCATION

Ensure reliable connectivity for students, faculty and staff throughout your entire campus



## LARGE PUBLIC VENUES

Give patrons and fans the ability to easily engage with live info and share their moments



## MANUFACTURING

Make sure automated processes on the floor, in the warehouse and for logistics operate uninterrupted

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