

EBOOK

IT's 4 Toughest Operations Challenges

AND HOW ARUBA AIOPS SOLVES THEM

aruba

a Hewlett Packard
Enterprise company

2020 IS TESTING IT EFFICIENCIES

Until recently, troubleshooting network issues or planning an update meant huddling in a conference room or helping users in person. Now most IT teams are working remotely, and they're having to solve issues for other remote workers while also planning return-to-office projects that need to deliver everything from improved coverage to contact tracing analysis. There's very little time and limited resources to chase intermittent issues, respond to every user, and bounce between management and operations tools.

This eBook breaks down the 4 biggest operations challenges IT teams are facing and how to get ahead of them.

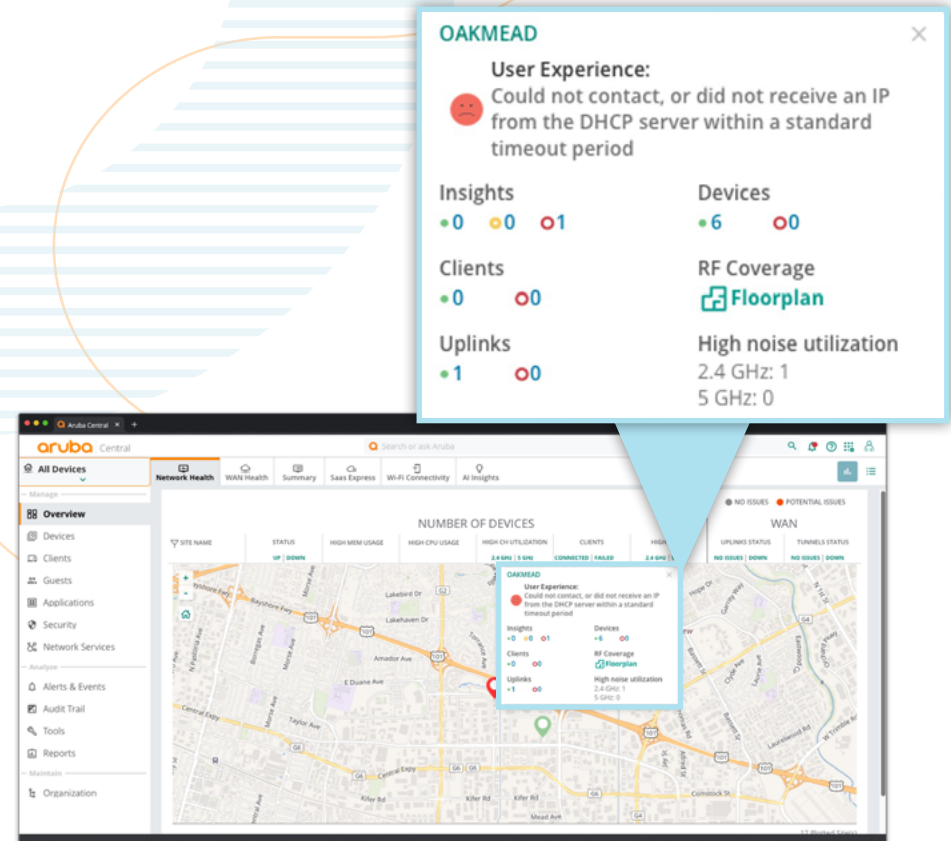




CHALLENGE #1

Face-to-face problem solving is impossible.

Troubleshooting problems today requires data. Lots of good and detailed data that users or IoT devices often can't convey on their own. For example, if a user complains that video calls keep dropping, IT has a starting point, but that data alone is not much to go by. IT might try video conferencing with the user to see what happens, or dive into a management tool to look for anomalies, but all of this takes time.



SOLUTION

Here's how Aruba ESP can help.

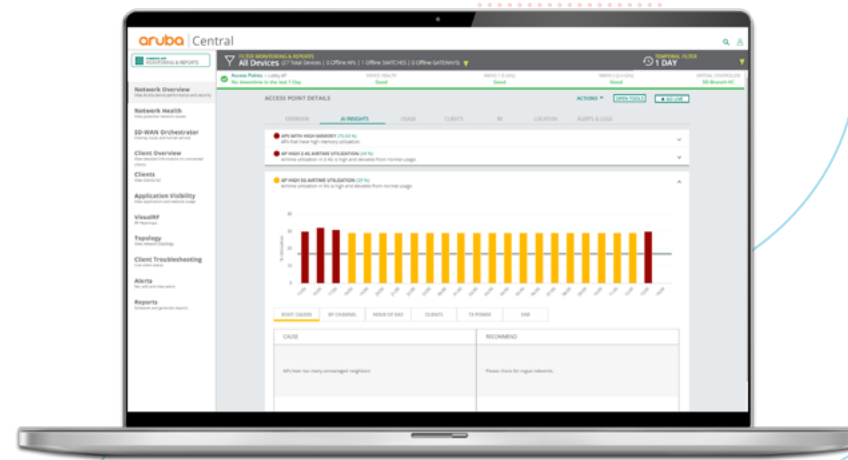
Aruba ESP (Edge Services Platform) includes a full-service AIOps solution within Aruba Central that IT can use to identify and often preempt these types of issues before users make those help desk calls. Data is collected from all Aruba wireless, switching, and SD-WAN Gateway devices to create an operational baseline across your entire environment, including work from home scenarios. There's even an easy-to-use natural language search feature that lets you look for user, network device, or site-specific issues. So, if something looks off, IT can take proactive steps to resolve the issue before users even notice.



CHALLENGE #2

Troubleshooting takes time.

Trying to identify and fix a simple problem often takes hours or days to resolve that weren't accounted for. In fact, most teams can't tell you what percentage of time is spent on troubleshooting, looking through logs, or working with a user to recreate a problem. Often times, the issue starts without a clear plan on how to logically resolve an issue, especially if it's something that's never been seen before. A distributed workforce and IT members helping in areas that are outside of their normal scope of work adds to the problem.



SOLUTION

24/7 monitoring and insights.

Instead of spending hours trying to fix routine problems, Aruba's AIOps solution continuously monitors key service levels to detect if something goes awry on the network using your existing Aruba ESP infrastructure and environmental context. AI Insights within Aruba Central automatically points you to an issue related to the 2.4Ghz and 5Ghz power settings on your access points. The difference is minutes versus hours to identify where to start and what to change to resolve issues.



CHALLENGE #3

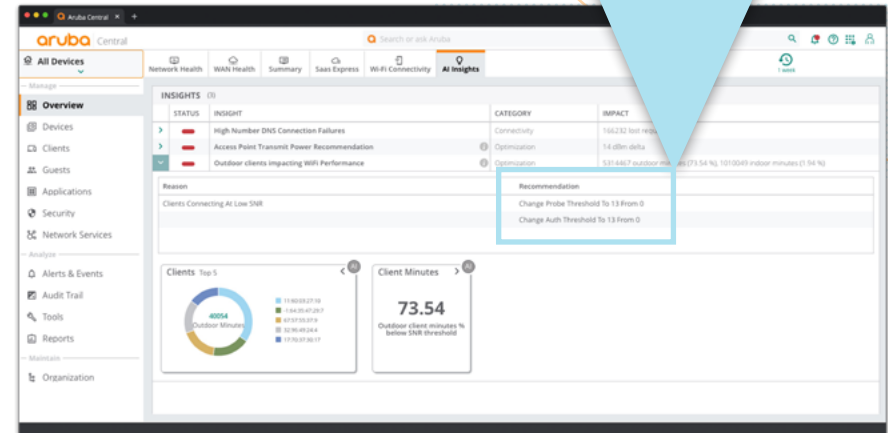
Getting trusted advice is often hit or miss.

Once the IT troubleshooting process has shifted from identifying a fix to implementing a change, there's often questions on what to do next. Asking two team members for advice may lead to two separate answers. This often leads to trial and error – like trying a configuration change and then waiting to see if the change results in help desk calls or a resolution. Again, time lost that IT teams can't get back.

Recommendation

Change Probe Threshold To 13 From 0

Change Auth Threshold To 13 From 0



SOLUTION

Prescriptive insights.

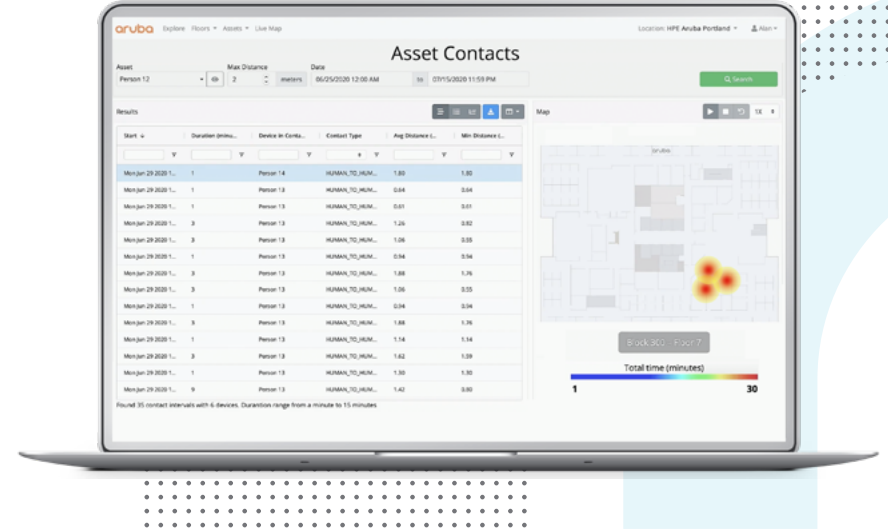
This is where Aruba's extensive networking knowledge becomes an advantage as the infrastructure does not always offer enough information on its own. The easy-to-use AI Insights interface also provides IT with a wealth of "reasons" for why Wi-Fi, switching and WAN issues may be happening, as well as recommendations on what to change within a configuration. No guesswork. In fact, recommendations are only provided if we know with over 95% confidence that a change will have the desired effect.



CHALLENGE #4

Finding time to innovate gets tougher every day.

Most in IT are excited about technology and finding new ways to innovate; daily troubleshooting can seem mundane by comparison. Working on ways to get the most out of an existing infrastructure is also exciting, but finding the right things to try can be time consuming and sometimes disruptive. And, with work from home projects winding down and return-to-office projects gathering steam, there aren't enough days in the week to keep up.



SOLUTION

AIOps that delivers more than problem resolution.

This is another way that Aruba AIOps plays a role. In addition to pointing out where your networks may be experiencing anomalies, peer comparison benchmarking across all of Aruba's customer base also includes optimization recommendations. Again, no guesswork. If a site with like characteristics is performing better than yours, you gain the benefit of a large and diverse customer base. In fact, any recommended changes will deliver a 15% or greater improvement. For return-to-work initiatives, AIOps even provides very accurate client connectivity information for contact tracing and heat mapping use cases.



Aruba AIOps

Redefining IT efficiency

- React and Resolve Issues Quickly
- Predict and Preempt issues before they impact users or the business
- Continuously Optimize to ensure SLAs are met





It all starts with Aruba ESP

We understand that keeping the business running has been a challenge and IT teams are the key. Whether using Aruba wireless, switching, or SD-WAN infrastructure, the outcome is the same. Automated anomaly detection, troubleshooting tips, and trusted optimization recommendations. No need to set up rules, create artificial service levels, or spend time on guesswork. Aruba AIOps is designed to point out those hard to find anomalies, while also improving IT efficiency.

For more info, go to www.arubanetworks.com/AIOps



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