

aruba

a Hewlett Packard  
Enterprise company

# Aruba User Experience Insight

An AI powered solution to improve  
end user experience on your  
network



## Experiences Matter

Organizations large and small are increasingly focused on improving the line of business and end-user experience. Enterprises across all verticals are rapidly converging their non-IT equipment on IT infrastructure, 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 hardware sensors and/or endpoint agents for Zebra that test all aspects of connectivity to apps in your data center and in the cloud. The hardware sensors connect to any wired and wireless network and interact with apps just like any other client device, the UXI agent for Zebra tests your Wi-Fi network performance in the same way. The additional benefits provided by these sensors are listed below:

- 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



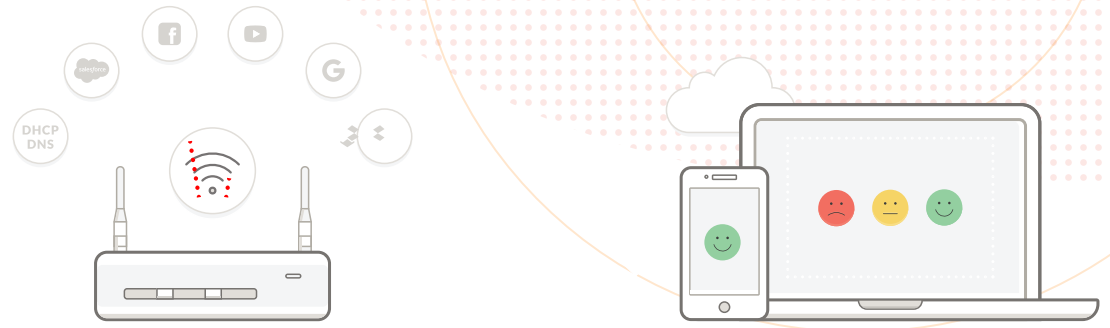
# How it works

Aruba User Experience Insight 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.

Aruba UXI also offers end point software agent for Zebra handheld android devices. The agent passively monitors Wi-Fi performance while also actively performing synthetic application and services tests and providing in-depth analysis in to roaming and SIP call performance.

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 the hardware sensor 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.

## Here's how the UXI agent for Zebra works:

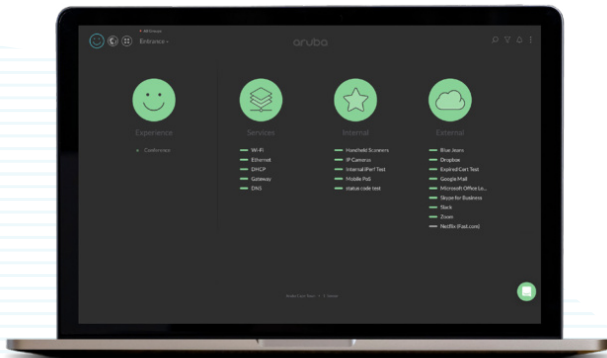
- The UXI agent for Zebra is free to download on Zebra android devices from Google Play.
- A valid subscription for the agent to work is required to be purchased from Aruba.
- In addition to the Aruba license, customers are also required to buy a license for the Zebra for Zebra Mobility DNA Wireless Insights solution.
- Once the UXI agent is live on Zebra devices, it starts monitoring Wi-Fi network performance and provide in depth analysis into end user experience.
- When used alongside UXI hardware sensors, the complete solution helps IT teams to baseline network and application performance and rapidly troubleshoot network issues.

# An AI-Powered IT Experience

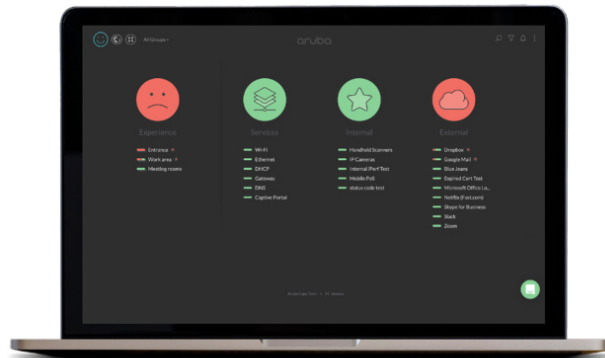
Understand the Experiences Your Network and Apps are Providing Like Never Before.

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. With Web App Testing (WAT) businesses can test end to end workflow like hopping on to a website, logging in, clicking a button, and logging out of a web application. 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.

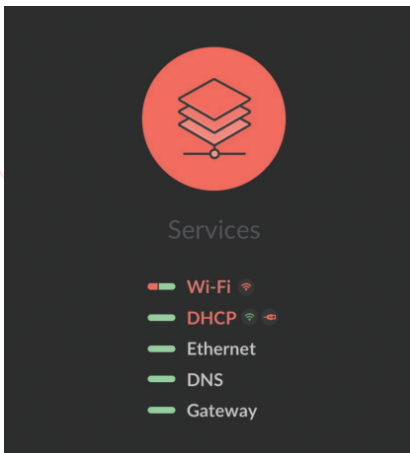


Real-time status changes make it easy to get ahead of help desk calls and associated user complaints as well as IoT issues. Red status gives instant visibility of problems.

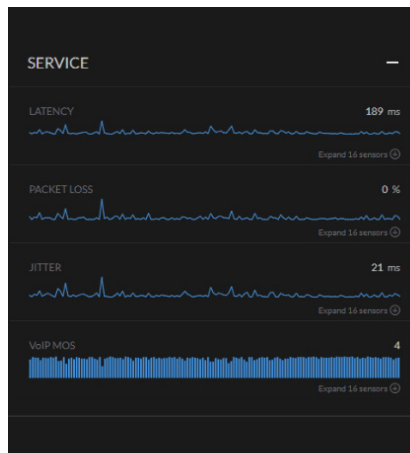


## It's All in the Details

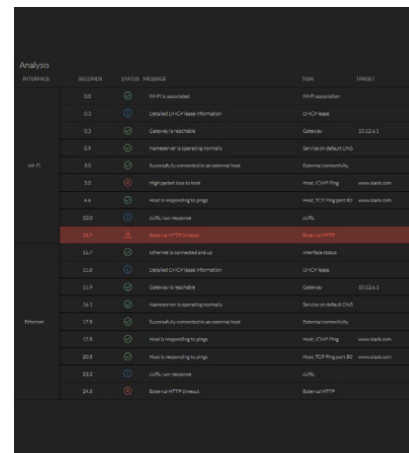
Quickly go from a network-wide view of all your sites to uncovering problems affecting specific users. Information such as latency, jitter, and packet loss, in addition to packet captures allow you to perform advanced troubleshooting and remediation.



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.



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

- Engineered for testing Wi-Fi 6 and previous generations network environments.
- 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

## Aruba UXI agent for Zebra

Simple Onboarding – The agent is available on the Google Play. Simply install the agent and scan a QR code to connect the device with the dashboard, or deploy to thousands of devices through your MDM and apply the initial configuration with managed configurations.

- Once live, the software end point agent continuously tests Wi-Fi performance and performs synthetic testing of applications.
- It provides passive application analysis from real voice calls made on Zebra devices.
- It also performs roaming analysis including successful and failed roams and helps IT pinpoint the exact issue location.



# 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

The Aruba logo is rendered in a bold, lowercase, orange sans-serif font. It is positioned within a dark blue circular graphic element that is part of a larger design of overlapping circles and a grid pattern in the background.

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