

SERVICE BRIEF

INTELLIGENT OPERATIONS

Proactive monitoring, management, optimization, and remediation of Aruba technology

Organizations realize less than 25% of network value,¹ reflecting the need for strategic changes to increase this number. Further strategies also need to address how IT staff spend their time as there is little time to work on high priority projects. Typical networking environments can consume up to 70% of IT staff's time trying to diagnose and fix issues² with traditional reactive operations often decreasing the value of the network over its lifecycle. Compounding this is the challenge to acquire and retain subject matter experts within an IT organization.

We offer a solution. Intelligent Operations is a proactive network management service that delivers stable and reliable performance, ensures tweaks and added features do not detract from your network's value, and all the while free up your staff's time to spend on higher return projects. With Intelligent Operations, you get 24x7x365 monitoring, administration, optimization, and remediation of your Aruba solution.

In addition to Aruba experts monitoring and managing your solution, this service includes Customer Experience Management, described below.

Intelligent Operations is a monthly subscription service that helps you achieve the highest return on investment (ROI) for your Aruba solution by turning the day-to-day management of your Aruba networking solution over to Aruba experts who can proactively monitor and manage it to meet your business requirements.

Intelligent Operations is an integral part of the Aruba network as-a-service (NaaS) solution (HPE GreenLake for Aruba), or can be purchased as a standalone Professional Services engagement. Managed Service Provider (MSPs) also provide network management of your Aruba technology. The following table provides a high level chart to help guide you in determining the solution right for you.

SERVICE FEATURES AND BENEFITS

Proactive Monitoring and Management of Aruba Technology

Benefit: Aruba networking experts provide a stable and reliable service level that meets your business requirements while freeing your staff to work on higher priority projects

Technology Refresh

Benefit: Stay on top of the latest technology without disruption and put new features to work quickly

Customer Experience Management

Benefit: Reduce operational risk and increase your ROI with Aruba Service Manager, a purpose-built portal, and a designated Customer Success Manager, viewing your environment, and recognizing trends that could influence environment changes

Monthly Predictable Costs

Benefit: Achieve better budgeting and planning with monthly subscription

CHALLENGES	OPTIONS	
	Intelligent Operations with NaaS or MSP	Intelligent Operations standalone
Lack Aruba technology skills	X	X
Difficult to complete new IT projects	X	X
Hard to stay on top of technology refresh	X	X
Too many tools to manage	X	X
Re-use/recycle IT technology for credit	X	
Preserve cash	X	

¹ "Gartner Identifies 5 Network Cost Optimization Opportunities," Press Release, June 2019

² Ibid.



PROACTIVE 24X7X365 MONITORING AND MANAGEMENT

At the core of Intelligent Operations is proactive day-to-day monitoring and management of your Aruba technology. This is remotely delivered through the Aruba/HPE Network Operations Center (NOC) or a certified MSP. Aruba technology experts ensure your solution is secure and reliably meets the performance demands of your organization.

This service mitigates reactive processes that can negatively affect your network's performance. Instead, Aruba experts provide a proactive service, ensuring your Aruba technology is operating optimally on a day-to-day basis. For example, it's common to install every new release that becomes available, but there are situations when adjustments are required first to avoid issues. This service includes the knowledge required to make those proactive adjustments.

Intelligent Operations upgrades software and device firmware as, and when, necessary, which helps your organization benefit from new features quickly. Support services are also included. When you engage us to deliver Intelligent Operations, you choose from our Foundation Care for Aruba Next Business Day Exchange hardware replacement or 4 Hour Onsite repair commitment. Support services also include troubleshooting, as applicable, for network, device, and system issues across the infrastructure as well as assisting you in troubleshooting across global, site, client, device, and more.

CUSTOMER EXPERIENCE MANAGEMENT

Aruba Global Services has long embraced the company's "Customer First, Customer Last" mission and Intelligent Operations takes this to the next level with Customer Experience Management. This feature reduces your operational risks and increases your ROI as it includes access to our service management portal, Aruba Service Manager, and a designated Customer Success Manager (CSM) who acts as your advocate and is your focal point for ongoing engagement support.

Aruba Service Manager

Supplementing your IT service management (ITSM) operations, Aruba Service Manager allows you to do incident tracking, observe device availability and trends, receive frequent detailed reports, contact your CSM, and more. It allows you to maintain complete visibility to network operations, viewing your environment and recognizing trends that could influence environment changes. Click [here](#) to view a demonstration of Aruba Service Manager, as provided during Atmosphere '21.

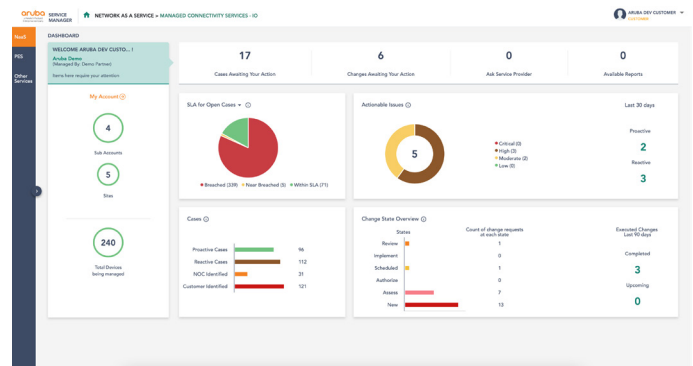


Figure 1. Aruba Service Manager dashboard shows a snapshot of the environment and history of actions taken (e.g., proactive versus reactive action taken).

Customer Success Manager

Aruba designates a CSM who guides you through the Aruba service experience and coordinates the service delivery resources required to deliver the Aruba solution throughout the service term. This includes a recurring operational policy management review, ensuring you have the latest information on how the service has been performing, along with recommendations for improvements.

Part of the CSM's role is to coordinate the activities of many different stakeholders working together to your benefit. This could include partner(s) as well as Aruba employees. The CSM lowers the risk to you while also helping to ensure the success of the Intelligent Operations service.



SOLUTIONS OFFERED

Intelligent Operations is offered as a standalone engagement through Professional Services or as part of an HPE GreenLake for Aruba solution. Certified MSPs, who also have access to Aruba Service Manager, and the Aruba/HPE NOC deliver remote services with onsite hardware replacement an option for those without Aruba expertise at hand.

Intelligent Operations for NaaS

Aruba **Edge Services Platform (ESP)** is designed to simplify digital transformation at the Edge, delivering a networking architecture that is unified, AI-powered and automated, and secure. When you adopt ESP and consume it as a NaaS solution, you have the option to include Intelligent Operations, as described in this Service Brief.

By including Intelligent Operations as part of your NaaS solution, everything in your solution will be managed remotely by Aruba experts. For a detailed description of the NaaS services provided, contact your Aruba authorized seller.

Intelligent Operations for Central On-Premises

Aruba Central On-Premises delivers the agility and efficiency of the cloud, while meeting regulatory (compliance) requirements. Intelligent Operations for Central On-Premises allows you to use Central On-Premises to manage your network while entrusting Aruba experts to keep your Central On-Premises hardware and software running smoothly. Should you require 24x7x365 management of the devices managed by Central On-Premises, that service can be added to your engagement.

Intelligent Operations for Central On-Premises requires a QuickStart service through a certified partner for solution deployment. This accelerates the implementation of the solution into your environment, so that your organization can more quickly simplify network management and take advantage of the platform's scalability and time-saving features. It also ensures a coordinated hand-off with Aruba so that day-to-day monitoring and management of the Central On-Premises solution can begin right away.

Intelligent Operations for Central On-Premises includes Customer Experience Management, 24x7x365 monitoring and management of your Central On-Premises hardware and software, and additional features, as follows:

- Central On-Premises hardware appliance(s)
 - 3, 5, or 7-node clusters
- Hardware support for Central On-Premises hardware appliance(s)*
 - 4 Hour Onsite HW Only
 - Next Business Day Exchange HW Only

This service, combined with the prerequisite QuickStart service, allows you to quickly deploy Central On-Premises, or migrate from Aruba AirWave, and begin using the platform's many features while we ensure it operates optimally.

CONCLUSION

Successfully transforming your environment to take advantage of data collected through digital operations is not an easy task. If you find yourself struggling to keep up, you are not alone. Aruba conducted an **At the Edge of Change** survey of over 2400 IT decision makers (ITDMs) and 92% reported they are "missing skills needed to unlock the value" from data at the Edge. Intelligent Operations can fill that gap with Aruba experts managing your solution and providing proactive guidance throughout the subscription term.

This service enables you to accelerate the return on investment of your Aruba technology while also allowing your IT staff to focus on other business-priority projects. It can help you use newer Aruba technology (e.g., migrate Aruba AirWave to Aruba Central On-Premises) or quickly deploy new technology features in firmware or software. This subscription service also offers predictable monthly payments to help budgeting cycles.

Please contact your Aruba Sales Professional or Certified Aruba Resale Partner for more information.

*Central subscriptions include Technical Assistance Center (TAC) and software support for Central-managed devices, but you need to add hardware only support to those devices to receive a commitment to hardware replacement SLAs.



ABOUT ARUBA GLOBAL SERVICES

Aruba Global Services simplifies and accelerates the network technology lifecycle, enabling your network to scale with better predictability and cost-effectiveness. Whether you operate your own network and need to improve your IT efficiencies, or you want to offload some of the burden, we have the services you need to reach your goals.

Learn more about what Aruba Global Services has to offer at: arubanetworks.com/support-services.

To find out more about how Aruba Professional Services can help you to increase operational efficiency while improving performance, availability, and security, contact **Aruba Sales**.