

EBOOK

# TOP 5 AIOPS FAIRY TALES

## NETWORK EDITION

THE REAL STORY

**aruba**

a Hewlett Packard  
Enterprise company

# What's new is often misunderstood

There's a lot written about AI these days. If you didn't know better, it would seem like AI is too good to be true—almost like a fairy tale. You hear things like “companies are rushing to use Bots to replace humans for everything imaginable.” Or “AI is like magic and will increase customer satisfaction scores by 150% in 3 weeks.” It's an endless stream of noise that can be confusing, but luckily things are different in the network space. Aruba AI for IT Operations (AIOps) is built into the network, and delivers real results. Best of all, there's no magic involved.

**This eBook breaks down 5 challenges IT teams face—and what's real AI versus just a fairy tale.**





**TALE #1**

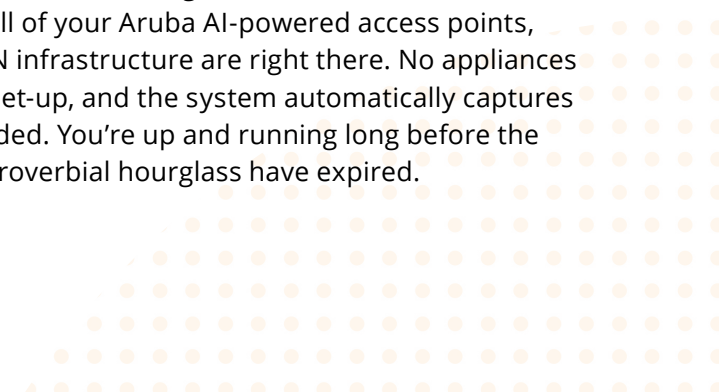
**Getting AI up and running is impossible.**

As stories are passed along, they're often embellished (remember Pinocchio?). For instance, you may have read that only 53% of AI projects make it from prototype to production. Or that you'll require the computing power of a supercomputer. Some of this might be true for a very small audience, but you're just trying to improve network efficiency to deliver a better user experience. You're not out to conquer a whole new world.



**The real story.**

Luckily, the same network management solution in use by over 100,000 Aruba customers includes AIOps, based on an AI and machine learning foundation. Just log in to Aruba Central and valuable insights for all of your Aruba AI-powered access points, switches, and SD-WAN infrastructure are right there. No appliances to install, no lengthy set-up, and the system automatically captures the relevant data needed. You're up and running long before the sands of time in the proverbial hourglass have expired.





**TALE #2**

**AI will replace humans.**

Imagine a world where your only option for solving real world problems, like making your help desk calls disappear, relies on talking to a Bot. While you're at it, maybe an AI genie can install those new access points and switches as well. The idea of completely automating all tasks conjure up images of nirvana. Even as the stories emerge, you can rest assured that for the time being, AI systems are not at all close to achieving this kind of technical maturity.

**The real story.**

Running a network requires expertise and knowledge that can only be accomplished by humans working with AI. Aruba's AIOps solutions are designed to automate the routine tasks that consume IT and help desk teams, not replace their expertise. 24/7 automation helps identify and even preempt those issues that are hard to find, and even removes the troubleshooting guesswork. While customers are experiencing from 50 to 90% IT efficiency gains, only a real person will know what's right for your users and business.



### TALE #3

## AI does it all on its own.

Many people believe that AI is this magical thing that just happens. In every solution, algorithms have been trained using historical data (i.e., lots of telemetry from actual network and client devices in real environments). When running in production, this knowledge is used to make a judgment about new observations that have never been seen before. In most cases, this requires an engineer and additional tuning to be effective.



## The real story.

Tuning algorithms is why Aruba has a dedicated staff of experienced data scientists and network experts to frame real network problems, prepare the data, and remove potential bias in the training of our AI. As an industry leader, we continually update our software using quality data to ensure the integration of new input and output that matches your environment. In fact, in a recent AIOps study<sup>1</sup>, the first choice for enterprises when evaluating an AI solution is quality of data.



**TALE #4**

**AIops is predominantly focused on troubleshooting.**

If you looked into AI during the initial wave of AIops solutions, they primarily focused on the correlation of alerts, or the grouping of similar issues for faster troubleshooting. While a significant step forward, after hearing all of the AI-hype most customers were reluctant to buy into a new solution with such limited returns. Where were the promised automation, crystal clear visibility, optimization insights, and the magic of self-driving networks?



**The real story.**

Aruba is the first to offer Wave 2 AIops features like dynamic baselining per site, so that you're not setting SLEs manually. We've also added optimization insights that go beyond troubleshooting for performance boosts, and automated closed-loop resolution to fix things while IT is not there. The previously mentioned study also pointed out that optimization is the #1 benefit IT teams want AI to deliver. No crystal ball needed to see that digital transformation demands would require more than basic AI features.



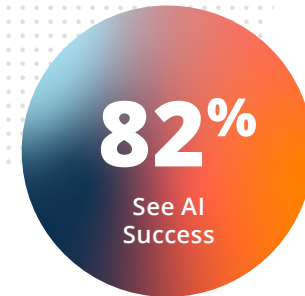
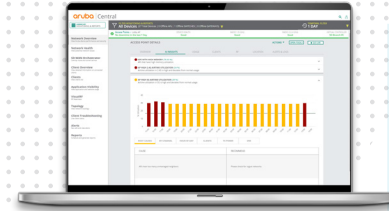
### TALE #5

## AIOps is only for big organizations.

Some in our industry actually believe this. They also believe that AI costs too much. At Aruba, we believe that AI fills a need in any environment, big or small. And that each person on the team should understand how it's used and where it fits. It's risky not to explore options because your competition certainly will — and they'll be able to respond to user and IoT issues more quickly. What IT team wouldn't welcome seeing 50-90% fewer help desk calls and the opportunity to focus on something more meaningful?

## The real story.

Aruba Central offers modern cloud flexibility, a simple-to-use interface, and features that fit into any environment. With built-in AI, you're not budgeting for extra appliances, compute power, or dedicated IT staff. What's not to like when the cost of your management solution includes Day 0 to Day N features like automatically spotting network issues, highlighting the impact to users, and giving you optimization advice. With 82% of survey respondents seeing AI success, it's a pretty good storyline.



# Real AI, Real Results

Every good fairy tale should have a moral, a magical moment, and a happy ending. The same is true for real life stories. IT teams now have a way to deliver the best network experience possible while learning something new; AIOps comes to life and saves the day; and ultimately, everyone lives happily ever after. All it takes is harnessing the power of Aruba's industry leading wireless, switching, and WAN infrastructure, and tying it all together with Aruba Central.

For more info, go to [www.arubanetworks.com/AIOps](http://www.arubanetworks.com/AIOps)



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