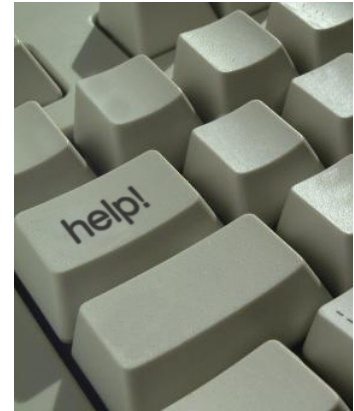




APPLICATION BRIEF AirWave Helpdesk Integration

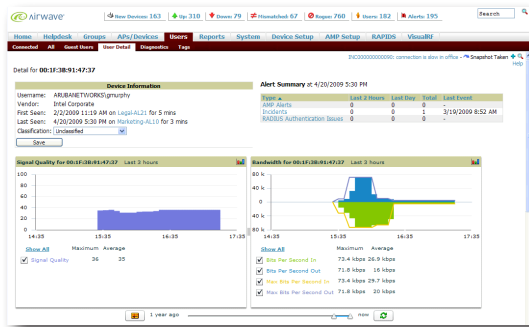
AirWave Helpdesk Integration

AirWave Wireless Management Suite™ from Aruba Networks bridges the gap between helpdesk staff and wireless LAN (WLAN) engineering staff by integrating helpdesk tools with real-time visibility into WLAN operation. With AirWave, helpdesk staff has customized views to troubleshoot and isolate wireless network problems. Integration with trouble ticketing systems such as BMC Remedy® lets IT maintain a single system to manage trouble tickets. The result is a faster time to resolution for end-user requests with fewer escalations.



AirWave Helpdesk Support gives WLAN administrators a simple way to track incidents related to the wireless network. AirWave Helpdesk Support allows front-line support staff to open new incidents, record information provided by the end user, take snapshots of real-time and historical data in the AirWave interface, and relate the incident to relevant objects in the system, including users, access points, controllers, folders, and groups. Captured information is available to other IT staff for continuity of support or for historical reporting.

Integration between a Remedy Incident Management console and AirWave is straightforward to configure. Simply enter the server name, SOAP URL and credentials. AirWave immediately synchronizes the list of incidents. At that point, any existing incident in Remedy can be updated with information from the AirWave console, and new incidents can be created in either system.



AirWave Helpdesk Support can be easily configured to synchronize incidents with an existing BMC Remedy IT Service Management Suite. Establishing linkage between the two systems creates a single place in enterprise IT management systems where trouble tickets can be managed.

Once a link is established, fields are synchronized between the two systems. These fields include:

- Incident Number
- Status
- Customer
- Summary
- Urgency

APPLICATION BRIEF

AirWave Helpdesk Integration

Once a new incident is created, or an existing one selected, it becomes the “active incident” and is available in the helpdesk toolbar at the top of every AirWave page. As a support engineer investigates a problem, he or she can add information to the incident at any time, noting any relevant information from AirWave or from a conversation with the end user.

Remedy Incident "INC00000000090"

Summary: connection is slow in office
 Status: Assigned
 Impact: 3-Moderate/Limited
 Urgency: 3-Medium

Detailed Description:
 Customer reports that wireless connection is slow today. |

Relationships
 Client: "00:1F:38:91:47:37" customer's laptop

Snapshots
 Snapshot 392 4/20/2009 5:31 PM

Using AirWave’s troubleshooting and monitoring tools, the helpdesk engineer ideally will be able to identify a solution for the end-user request. If it becomes necessary to escalate the incident to the next level, integration between AirWave and trouble ticket management systems ensures that relevant real-time data is captured – with a single click of the *snapshot* button at the time the problem is occurring. It is no longer necessary to copy and paste data between two applications or try to manually attach data to the incident in Remedy – time-consuming and mistake-prone operations.

A single system with a documented workflow is critical to the successful integration of new technology and tools into an enterprise IT ecosystem. A standalone element management system with its own separate alert management workflow increases training costs and creates more work for IT staff members, leading to increases in problem resolution time and a decrease in end user satisfaction. With the AirWave Helpdesk Support, helpdesk productivity is dramatically improved.

About Aruba Networks

Aruba is the global leader in distributed enterprise networks. Its award-winning portfolio of campus, branch/teleworker, and mobile solutions simplify operations and secure access to all corporate applications and services - regardless of the user’s device, location, or network. This dramatically improves productivity and lowers capital and operational costs.

Listed on the NASDAQ and Russell 2000® Index, Aruba is based in Sunnyvale, California, and has operations throughout the Americas, Europe, Middle East, and Asia Pacific regions. To learn more, visit Aruba at arubanetworks.com. For real-time news updates follow Aruba on twitter.com/ArubaNetworks or greenislandnews.blogspot.com

BMC REMEDY IT SERVICE MANAGEMENT - Incident Management

Incident ID*: INC00000000090

Process Flow Status: Investigation and Recording → Diagnosis → Resolution and Recovery → Incident Closure → Closed

Incident Request Information
 Summary: connection is slow in office
 Status: Assigned
 Impact: 3-Moderate/Limited
 Urgency: 3-Medium
 Priority: Medium

Customer Information
 First Name: airwave
 Last Name: wireless
 Phone Number: 4444444444

Customer's Incidents
 2 entries returned - 2 entries matched

Incident ID	Summary	Status	Priority
INC0000000000	wireless outage in a...	Assigned	Critical
INC0000000000	can't connect in con...	Assigned	High



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