



## APPLICATION BRIEF AirWave for Managed Service Providers

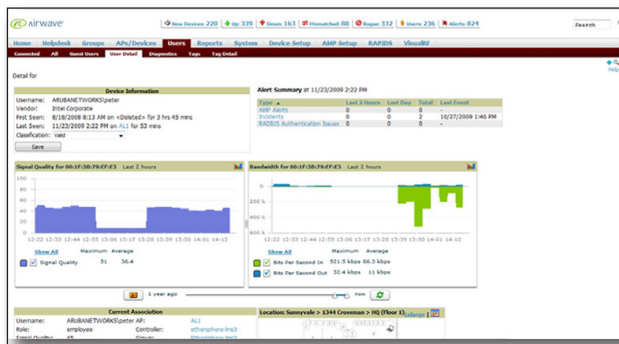
### Enabling the Next-Generation Wireless LAN with AirWave

Managed service providers (MSPs) that offer outsourced network management know that their success depends on reducing costs and building accurate knowledge about their customers' network performance. They need to be able to solve problems quickly and address all of their customers' concerns, even for the largest and most complex networks.

They need AirWave Wireless Management Suite™ from Aruba Networks.

AirWave is a multi-vendor network operations solution that drives operational efficiency for MSPs. It helps you cost-effectively manage the changing enterprise network environment — where users are coming in over wireless LANs, wired Ethernet networks and remote networks. AirWave provides full visibility, automation and control to simplify everyday troubleshooting and policy enforcement. It also delivers actionable information that helps you serve your customers proactively.

An open architecture enables seamless integration with existing system management tools, trouble ticketing systems and other applications, so you can focus on delivering the highest service quality to your clients. With a highly scalable architecture, AirWave is built to grow with your business. The results: you solve problems faster, improve service quality, and drive higher profitability.



Each member of your staff — and even your customers — can have access to a web-based dashboard with viewing rights and administrative privileges tailored to his or her job responsibilities.

### AirWave Features and Benefits for MSPs

#### REDUCE OPERATING COSTS WITH FLEXIBLE DELIVERY MODELS

- Use the same server infrastructure for multiple customers; add capacity only as required
- Assign different customers' infrastructures to different "folders" so that account team members only see the customer networks they manage
- Assign each team member the appropriate level of access (read-only permissions for the first- and second-level service desk, full administrative control for senior network engineers, etc.)
- Use AirWave's NAT translation feature for situations where customers use similar IP addressing schemes
- Log all administrative actions for accountability

### The Aruba Advantage

#### A Better User Experience

AirWave Wireless Management Suite™ from Aruba Networks has been designed from the ground up as an operations solution for the whole IT organization, from the service desk, to the NOC, to network engineering. Each team member has role-based access to relevant information, and it's usually just a click or two away.

#### User-Centric Management

AirWave gives you a single, accurate picture of everything that affects service quality for your users — from wired infrastructure, to the RF environment, to individual mobile devices. It also integrates easily with existing IT service management tools for more efficient problem resolution.

#### Intelligence for Better Decision-Making

AirWave provides a wide range of actionable information, from time-sensitive alerts to historical reporting. With data that spans days, months, and seasons, you always have what you need to spot trends, plan capacity, and craft the right strategies for your organization.

#### Multi-Vendor, Multi-Architecture, Multi-Generational

Even in multi-vendor networks and mixed architectures with multiple generations of products, you have a single view to monitor and manage your entire network.

## AirWave for Managed Service Providers

### 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](http://arubanetworks.com). For real-time news updates follow Aruba on [twitter.com/ArubaNetworks](https://twitter.com/ArubaNetworks), or [greenislandnews.blogspot.com](http://greenislandnews.blogspot.com).

### CONTROL CAP EX BY MANAGING MULTIPLE VENDORS' HARDWARE — AND LEGACY EQUIPMENT — FROM ONE CONSOLE

- Minimize costs and training by eliminating proprietary management consoles, location servers, wired infrastructure support tools and device management tools
- One management console no matter how many hardware vendors your customers use: Aruba, Avaya, Cisco, Enterasys, Foundry, HP ProCurve, Meru, Motorola/Symbol, Proxim, Trapeze, Tropos and others
- Support for autonomous (“thick”), lightweight (“thin”), and mesh access points as well as point-to-point and WiMax devices
- Extend the life of legacy infrastructure while providing a seamless migration to current-generation products
- Accommodate diverse customer vendor preferences without sacrificing manageability and security

### IMPROVE UPTIME WITH FASTER TROUBLESHOOTING

- Role-based access lets Level 1 resources perform initial troubleshooting
- Automatically tracks every wireless user and device connected to your network
- Visibility into upstream wired switches that are connected to wireless controllers/access points (APs), as well as mobile devices, for root-cause analysis
- Real-time RF monitoring data and visualization
- Summary diagnostics pages and customizable charts give staff an at-a-glance view to quickly identify potential causes of reported problems and compare information over time
- SNMP traps and alerts roll into your existing “Manager of Managers” and trouble-ticket systems

### STREAMLINE PROCESSES BY INTEGRATING WITH EXISTING MANAGEMENT TOOLS

- Open XML API enables cost-effective integration with existing management tools
- Capture snapshots of the environment during incident investigation and incorporate into case escalation processes

### DRIVE EFFICIENCY WITH AUTOMATED CONFIGURATION MANAGEMENT

- Centralized device discovery and management of more than 100,000 APs
- Global “templating” function allows you to quickly and easily update general configurations across an entire network without overwriting certain settings that may vary from location to location
- Intelligent scheduling — plan automated configuration or firmware updates for minimal customer disruption
- Archive device configurations (up to 10) for intelligent management, auditing, and version control

### DEMONSTRATE THE VALUE YOU DELIVER

- Historical trend reporting with up to two years of data including network performance data, configuration changes, device inventories, rogue devices, user session histories and roaming patterns, and more
- Full complement of standard and customizable reports, including executive dashboards and network health reports
- Integrated portal allows you to provide your customers with customized web-based access to their monitoring screens and reports
- Capacity planning to help customers determine exactly where to expand network capacity
- Automated enforcement, auditing, logging, and reporting makes compliance management a hassle-free experience

### GROWS TO SUPPORT LARGE-SCALE OPERATIONS

- Scales seamlessly to support networks with 100,000+ wireless access points
- AirWave Master Console™ provides a single console for management and monitoring, even when the AirWave software is distributed across multiple servers in your NOC for maximum scalability
- Failover servers ensure continuity of management control
- A single solution to support multiple service offerings: first-, second-, and third-level user support (remote or on-site at customer premises); network administration and policy management; audit and compliance management; and network design, engineering, and capacity planning
- 24x7 technical support available to support global operations



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