

THE ROLE OF ARTIFICIAL INTELLIGENCE IN NETWORKING AS A SERVICE

DELIVERING EFFICIENCY THROUGH AUTOMATION

EXECUTIVE SUMMARY

Enterprise customers demand new and flexible ways of consuming networking services. Information technology (IT) leaders face challenges on multiple fronts, including the emergence of hybrid work, supporting line of business needs, rapidly transitioning business models, incremental profits, and a general macroeconomic slowdown caused by recent inflationary pressures. All compounded by a shortage of skilled staff following the “Great Resignation” and the subsequent need to enable IT infrastructure agility with software-as-a-service (SaaS) applications and staffing flexibility for an increasingly contracted employee base. As a result, many organizations turn to networking-as-a-service (NaaS) with the benefits of easy acquisition, fast deployment, management flexibility, and the ability to treat infrastructure as an operational expense.

However, the market for NaaS is evolving quickly, making it difficult for enterprises to scope and evaluate the best solution. The key to successful NaaS deployment is a high degree of automation to ensure resiliency, massive scalability, and performance to meet service-level agreements. Infrastructure providers are not all created equally. Artificial intelligence (AI) is key to ensuring efficiency through automation, and only a handful of NaaS providers have the deep data lakes and telemetry required to train algorithmic models to leap from a manual process to analytics-guided networking automation.

To bridge the gap, AI-infused NaaS needs to offer faster deployment, simplified ongoing management, higher performance, and resiliency through self-healing. Today, too many network administrators rely on manually set thresholds and alerts that drive a more reactive posture, with time wasted on help desk inquiries after a problem occurs. To address these challenges, Aruba continues to demonstrate artificial intelligence for IT operations (AIOps) leadership with its mature Edge Services Platform (Aruba ESP). This capability allows the company to deliver the required functionality within its HPE GreenLake for Aruba NaaS offerings. Consequently, Moor Insights & Strategy believes that the company is well-positioned to deliver what enterprises need – an intelligent NaaS solution that offers deep network, security, and application-level insights alongside operational agility and efficiency.

DEFINING AI-INFUSED NaaS

What defines a full-stack, AI-infused NaaS platform? You have to look beyond marketing claims. A complete NaaS offering must be cloud-architected for scale and include security, orchestration, and automation functionality to ensure ease of networking deployment and operation. The solution must also offer practical AI functionality to enable continuous visibility, resiliency, and actionable self-healing and remediation. Many networking infrastructure providers claim AI leadership, but few have the deep data lakes required to train algorithmic models that deliver trusted results. Because the size and variety of data lakes are directly proportional to the demographics of a vendor's customer base, smaller vendors are at a decided disadvantage.

With trusted AI, organizations of all sizes can reap the benefits of improved business outcomes by deploying AI-infused NaaS over static and manually configured connectivity solutions. AI is now mainstream, and its efficiencies include the following:

- Faster troubleshooting and resolution of coverage issues across campus, branch, and micro-branch / work-from-anywhere environments,
- Offloading of repetitive tasks and complex operations through a lighter IT model leveraging broader knowledge gained through anonymized, crowdsourced data,
- Delivery of an exceptional customer experience (CX) that bolsters internal employee productivity with reliable on-premises and remote access connectivity to the delight of users and IT.

Since IT staff skills shortages apply equally to internal and third-party operational management teams, Moor Insights & Strategy believes that AI-infused NaaS can recession-proof organizational approaches to infrastructure deployment and management. At the same time, it can make organizations more nimble, profitable, and able to accommodate ever-changing customer needs and expectations.

WHY ARUBA

Aruba, a Hewlett Packard Enterprise company, has demonstrated leadership in delivering AIOps functionality as an integral part of its Aruba ESP architecture and HPE GreenLake for Aruba NaaS offerings. The company also claims a broad and deep data lake populated by over 120,000 user accounts on the Aruba Central platform, a critical consideration in separating networking infrastructure AI-infused NaaS leaders from followers.

Moor Insights & Strategy also believes that Aruba Global Services delivers one of the most mature NaaS offerings available. To learn more, visit [here](#).

CALL TO ACTION:

Enterprise customers demand new ways of consuming networking services. NaaS provides agility and flexibility for IT operators, especially in today's uncertain financial times. It can be deployed quickly, managed easily, and treated as an operational expense. However, NaaS requires a high degree of automation, and AI is a fundamental building block. There is a wide disparity of infrastructure provider depth in AIOps, which complicates discerning the optimal NaaS offering.

Moor Insights & Strategy believes that Aruba is well-positioned to deliver what enterprises require with its NaaS maturity and a number of purpose-built offerings tailored to specific deployment scenarios, coupled with its AIOps leadership.

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