

DATA SHEET

INTELLIGENT OPERATIONS SERVICES

IT OPS EVOLUTION

Digitization from the edge to the cloud requires upgrading IT skill sets to ensure optimal network security and performance. Providing just-in-time network deployment while future-proofing a network means IT departments need to keep the lights on and perform crystal ball analysis constantly. While this is not beyond the scope of Aruba customers, coupled with a dearth of IT staff, the challenge is quite high. Aruba Global Services provides a solution.

IT OPS TURN TO ARUBA GLOBAL SERVICES

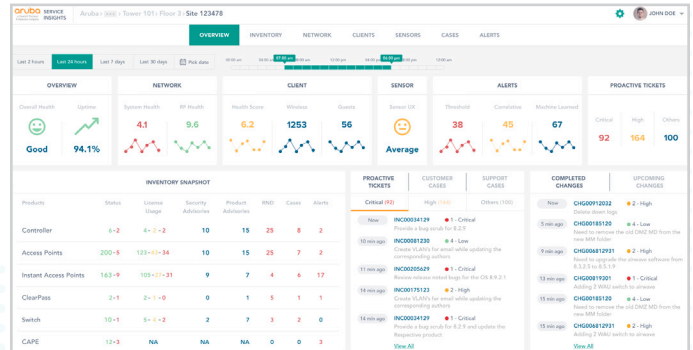
Aruba has always had a “customer first, customer last” philosophy, reflected not only in the products developed, but also in its complementary services. Responding to customers who want to do more with their Aruba and partner technology now and in the future, but hampered by dwindling IT resources, Aruba offers Intelligent Operations Services.

INTELLIGENT OPERATIONS SERVICES OVERVIEW

Intelligent Operations Services is a trusted partnership that allows you to do more with your Aruba technology, ensuring you not only effectively keep the lights on, but also have all the data you need to make decisions about the future. It can be included with GreenLake for Aruba service offerings, or as a stand-alone Professional Service with support.

Intelligent Operations Services include:

- 24x7 L1-L4 total coverage, including compliance monitoring, patch maintenance, and break-fix management
- Design review, upgrade planning and execution, and change management tracking
- Customer Experience Management (CEM) which includes a designated Customer Success Manager (CSM) to help ensure you meet business and IT objectives, and access to Aruba Service Manager (ASM), for as much or as little control as you want over your environment



INTELLIGENT OPERATIONS SERVICES BENEFITS

- Accelerate ROI on Aruba technology
- Increase IT budget and resource flexibility
- Eliminate requirement for designated in-house Aruba expert
- Secure deep partnership with Aruba and SMEs to ensure your edge-cloud networking needs are met now and in the future

By outsourcing your Aruba network operations to our dedicated specialists, you accelerate the return on investment (ROI) of your Aruba products, with immediate access to Aruba Best Practices, while adding flexibility to your IT operations. Eliminating the need for your own Aruba specialists, your IT resources can be assigned to other business-critical functions.

SERVICE DETAILS

Aruba delivers intelligent operations with a data-driven service management approach that automates workflows and other key capabilities. This ensures a scalable and flexible solution that meets each customer’s requirements.



Before Intelligent Operations Services can begin, Aruba completes an assessment of your environment, evaluating network design and configurations. This applies to new and existing Aruba customers and ensures the successful onboarding and transition of support for all Aruba and select partner products.

Once deployed, the service provides ongoing live monitoring and remote operation of your infrastructure. With 24x7 L1-L4 support, your staff is freed from daily and ongoing tasks so they can concentrate on business-critical activities.

Specifically, the Aruba Network Operations Center (NOC) will take over and provide:

1. Level 1 centralized system monitoring, alert notification, call triage, ticket management, and escalation
2. Level 2 incident management and remediation
3. Level 3 problem management, root cause analysis, change management, firmware updates, and version control

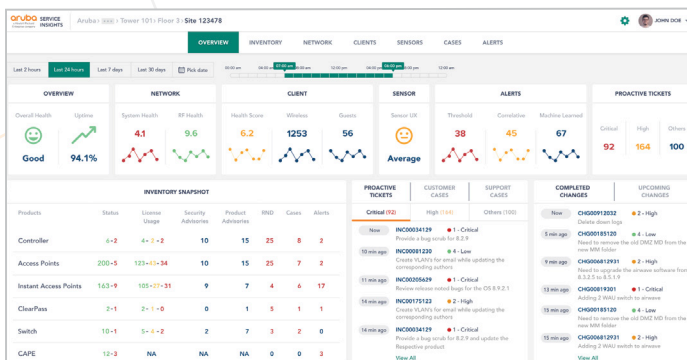
ASM, a key component of the Aruba Customer Experience Management program – included with Intelligent Operations Services – provides intelligent alerting and service insights that can help identify and correct problems before they become critical.

CUSTOMER EXPERIENCE MANAGEMENT DELIVERS CONTROL-ON-DEMAND

A key part of running any network is knowing what's happening on a daily basis, and this doesn't change even when you use Aruba Intelligent Operations Services. To maintain your desired level of control, the service includes our knowledge-driven Customer Experience Management program which offers a CSM and access to ASM.

The Aruba CSM is your designated program manager who works closely with you to understand your business and IT objectives. The overarching goal is to ensure your needs are met, currently and in the future. The assigned CSM's primary mission is to be your advocate and focal point for ongoing support of your Aruba engagement.

ASM is a portal that allows you to manage as much or as little of the day-to-day operations as you desire. Supplementing your ITSM operations, ASM allows you to do incident tracking, observe device availability and trends, receive frequent detailed reports, and more. It allows you to maintain complete visibility to network operations.



ASM



Aruba Central Cloud



Aruba Central On-Prem

Aruba Intelligent Operations Services Workflow Automation and Operations



Access Point



Controllers



Gateways



Switches



Software



Aruba Intelligent Operations Services deliver leading financial and operational flexibility. It also allows you to:

- Leverage Aruba expert knowledge, skills, resources, and data-driven service management technology
- Take advantage of Aruba live monitoring, intelligent network operations, and automation
- Gain better visibility and expert guidance on actual asset use, software version insights, and best fit
- Receive contextualized product and security alerting
- Benefit from enhanced workflow automation between you and Aruba service delivery teams for a variety of workflows, including guided change management in the infrastructure
- Receive the benefit of intelligent alerting to prompt proactive optimization and problem avoidance
- Gain simplicity, speed, and agility with an Aruba network solution designed and delivered to Aruba best practice standards

Foundation Care for Aruba

Foundation Care for Aruba is required and is essential in order to provide you with four-hour onsite or Hardware Exchange service levels depending on your needs.

KEY OPERATIONAL BENEFITS

To find out more about how Aruba Professional Services can help you to increase operational efficiency while improving performance, availability and security, please contact [Aruba Sales](#).

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/.