



MONITORING USER EXPERIENCE ON ZEBRA DEVICES

# Aruba User Experience Insight Agent for Zebra: Warehouse

## INTRO

### **An efficient warehouse needs seamless network connectivity**

Modern warehouses are heavily dependent on Zebra handheld devices to perform inventory management, fleet management, quality control, staff communications, and various other activities. These tasks require Zebra devices to continuously communicate with warehouse management apps and internal servers, over a Wi-Fi network, making the network a critical cog in the warehouse machinery.

## CHALLENGE

### **A small network glitch results in successive productivity loss**

Network issues impacting a Zebra device could hit the streamlined warehouse management workflows, affecting subsequent activities. These issues are always a high priority and mandated to be fixed rapidly. But finding the root cause of the issues is never easy, especially when users are roaming, besides, troubleshooting anecdotal complaints are almost always a time-consuming job.

## SOLUTION

### **Aruba User Experience Insight Agent for Zebra**

Aruba UXI agent for Zebra is an end point agent deployed on Zebra handheld android devices, it continuously performs synthetic tests to analyze network and application performance and provide in-depth insights into roaming and voice call quality, along with providing the exact location of the issue. This near real-time visibility helps the IT team to monitor end-user experience on Zebra devices and rapidly troubleshoot any help desk complaints.

When combined with insights provided by UXI hardware sensors placed at fixed locations, the IT team gets a unique and complete view of network and application health, presented on an AIOps-powered cloud-hosted UXI dashboard.

## A real-life example

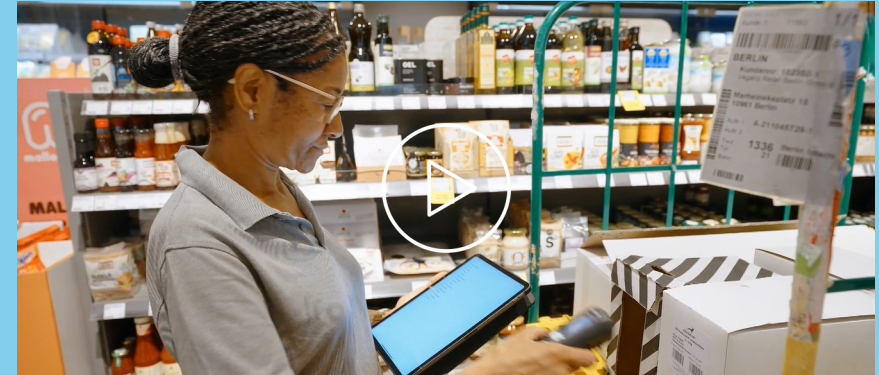
A large warehouse of one of the leading e-commerce giants in North America uses Zebra devices for the overall asset, fleet, and warehouse management. The IT team has deployed the best network infrastructures to support warehouse operations and help the business to accelerate digital transformation initiatives.

One of the SLAs for the IT team is to monitor end-user experience on Zebra devices and fix the P1 priority issue within 2 hours. The IT team has deployed Aruba UXI hardware sensors at strategic locations and has recently updated all the Zebra handhelds with Aruba UXI agent for Zebra. Prior to the update, the IT team was getting repeated complaints from the fleet management team about lag in Zebra devices in the inventory receiving and storing section, particularly when employees were moving to scan the items from containers just arrived in the loading dock and storing them in warehouse storage.

After deploying UXI agent on Zebra devices, the IT team noticed 'roam failure' alerts on UXI dashboard, with a couple of clicks on the dashboard the team found the exact location of the issues - an area between the receiving and the storing units. The IT team increased the range of nearby APs, and validated the change on the UXI dashboard - a happy face, indicating no more issues.

## Summary

Aruba User Experience Insight Agent for Zebra delivered an immediate return on investment and gained a reputation as the go-to solution for troubleshooting application and network issues on Zebra devices. With detailed insight into roaming and SIP calls, and ability to pinpoint location of the issues by leveraging 802.11mc, the UXI agent for Zebra keeps IT team ahead of outages.



Monitor digital experience of users on the move  
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Analysis						
INTERFACE	SECONDS	STATUS	MESSAGE	TASK	TARGET	
Wi-Fi	0.0	🟢	Roam Completed	Roam		+
	0.0	🟡	Roam Started (Poor Coverage Area)	Roam		+
	0.0	🔴	Reassoc Failed (The mesh STA has reached the suppo...	Roam		+
	0.0	🔴	Roam Failed, Retrying (The mesh STA has reached th...	Roam		+
	0.0	🟢	Key Rotation due to Session Timeout	Roam		+
	0.0	🟡	Roam Started (Poor Coverage Area)	Roam		+
	0.0	🟢	Roam Completed	Roam		+

ROOT CAUSE: 🟡 GOOD: 🟢 ERROR: 🔴 INFO: ⓘ WARNING: ⚠️

No packet capture available | [Export as text file](#) | [Download Data](#) | CHANNEL | 54

UXI dashboard highlighting roaming issues in triage mode



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