aruba

a Hewlett Packard
Enterprise company

Aruba & Envoy

Improving visitor experiences with Envoy and Aruba Guest Wi-Fi

Businesses often leave Wi-Fi passwords scribbled on whiteboards or issued on pieces of paper given at the front desk. This leaves them open to data breaches, even if passwords are changed weekly. This guest experience is outdated and keeps the front desk from tending to visitor's needs. Businesses require a modern way of greeting visitors and securely onboarding them to the guest network, freeing up front desk resources.

Aruba's Edge Service Platform ('ESP') provides role-based network access control for all devices on the network. Leveraging Aruba ESP's advanced policy services, organizations of all sizes can centrally enforce all aspects of enterprise-grade security.

Envoy provides visitor and conference room management solutions for the workplace. With Envoy Visitor, businesses can welcome guests, sign documents (NDAs), automatically print customizable name badges, and keep track of visitor data using insight reports both through kiosk-driven and touchless sign-in workflows. By combining Envoy Visitor with a secure network access control platform, businesses are equipped with a full-service guest management solution.

Aruba and Envoy have partnered to integrate both Aruba ClearPass Guest and Aruba Central Guest functionality with Envoy Visitor. The joint solution allows for pre-registration, iPad sign-in, guest network access, and post-visit follow-up.

WHY ARUBA AND ENVOY?

- Automatically provide unique guest Wi-Fi credentials, freeing up your front desk resources
- Impress guests with a modern and seamless check-in experience
- Automated, secure guest network policies - without IT Intervention
- Complete audit trail of visitor network access
- Fast email or text message delivery of visitor network credentials
- Aruba validated interoperability with both ClearPass and Central Cloud Guest

With Aruba and Envoy, businesses can safely welcome welcome visitors while offering a tech-forward approach to guest experiences.

HOW IT WORKS

When guests enter a building, they can check in on an iPad at the front desk. Alternatively, they can leverage the Envoy mobile app for a touchless sign-in experience. Within seconds, they will receive network credentials from Envoy to log onto the guest Wi-Fi and are greeted by their expected hosts. Each visitor's Wi-Fi password is unique and can be sent via email and/or SMS message.

1 Guest registers via the Envoy Visitor iPad at office reception

2 Host is notified by SMS, email, and/or push notification

3 Sign in processed by Envoy, then sent to ClearPass

4 Guest credentials are created within ClearPass or Central from Envoy provided details.

5 Guest receives email + SMS with Wi-Fi details and credentials

E Envoy

With the Aruba ESP and Envoy solution, open APIs are used by Envoy to securely communicate with Aruba infrastructure upon visitor sign-in. Aruba ESP then uses the information captured by Envoy during the registration process to onboard guest devices and provision unique Wi-Fi credentials, which are then sent to the guest via email or SMS. The solution is suitable for manufacturing, government, and enterprise buildings – or anywhere you need to securely assign network access to visitors.

Envoy creates a permanent record of all visitors who have received access and joined the network. This provides a secure way to manage guest network policies for IT teams, a complete audit trail, and a sleek, seamless sign-in experience for visitors. Front desk employees are freed up to focus on providing a great visitor experience.

- Cloud-based platforms allow for remotely deployment and network access in all branches
- Visitor reports and analytics provide an audit trail in case incident or attack responses are needed
- Reports can satisfy any regulation or compliance needs

CERTIFIED INTEROPERABILITY

We've taken the guesswork out of integrating visitor management solutions with advanced network access control by certifying the interoperability of ClearPass Policy Manager

and Central Cloud Guest with Envoy. By using the pre-built Envoy ClearPass and Central integration extension, you can quickly connect your existing instances of Envoy with Aruba Guest Wi-Fi services and enjoy seamless visitor access and an enhanced level of security for users and devices.

SUMMARY

Together, Aruba and Envoy provide a best of breed approach to guest management. Contact your local sales representative to see how Aruba and Envoy deliver the most comprehensive visitor solution in the industry.

For more information on Aruba ClearPass, please visit:
https://www.arubanetworks.com/products/security/network-access-control/
https://envoy.help/en/articles/3454016-aruba-clearpass-integration

For more information on Aruba Central, please visit:
https://www.arubanetworks.com/products/networking/management/central/
https://envoy.help/en/articles/3764007-aruba-central-integration

DEPEND ON ENVOY

Envoy offers an iPad sign-in experience to seamlessly and securely welcome visitors, from guest to package delivery.

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