



# The AI-Driven Network



ePlus and Juniper Mist  
automate wireless operations.





# It's a wireless world

In the past, the wireless network added mobility to your wired infrastructure. Today, you have users who may never connect to the physical network at all.

Untethering users from the wired network changed everything. The surge in mobile devices, and the freedom that came with it, creates a boundaryless environment where users can access applications anywhere, anytime.

This workforce mobility has rapidly led to increased collaboration and raised the bar for users who expect the same always-on, seamless experience they had with the wired network. From the conference room to across campus and beyond, and for employees, visitors, and customers, the wireless network has become the de facto standard for today's on-the-go users.



# Driving a mobile-first user experience

The rapid adoption of cloud computing, mobile apps, and bandwidth-intensive applications such as videoconferencing has accelerated the move to newer devices capable of delivering the fast performance demands of today's users.

## What does this mean for IT?

- Business wants users to have universal, always-on access to apps and cloud services.
- Employees want a consistent experience with fast time-to-content and authentication.
- Guests want easy access without cumbersome registration.

As users upgrade to new, more powerful devices, the amount of data that gets pushed over your wireless network continues to increase—and so does the bandwidth they consume. The wireless network needs to be able to support this increase without sacrificing the user experience.



# Wireless-centric network challenges

The wireless network has become mission critical. But the growing number of mobile devices and Internet of Things (IoT) resources—not to mention the extensive variety of hardware, operating systems, and applications currently in use—make managing and supporting the wireless network more challenging than ever.

Performance disruptions aren't simply a pain for the IT administrators who need to troubleshoot the problems that come with rising demand. Even the slightest degradation in network connection speed, uptime, and performance impacts the user experience, organizational productivity, and business operations.

## CHALLENGES

- No visibility into issues adversely affecting users and devices
- Limited metrics across wired and wireless domains
- Manual configuration and management processes causing inefficiencies
- Lack of accountability when disparate solutions are deployed across the IT stack



# Juniper Mist: Transform IT with AI-driven operations and support

By leveraging modern cloud and AI technologies automation, Juniper Mist provides the insight, scale, and agility needed for today's wireless enterprise. Unlike traditional manual architectures, which lack the scale, flexibility, and end-to-end visibility required to support today's users and IT departments, Juniper Mist is designed for the smart device era.

Using AI to automate the network, Juniper Mist automatically detects and makes changes to the network in real time, reducing manual intervention to save both time and money and freeing up IT to focus on more strategic business initiatives.

## BENEFITS

- Visibility into the user's wired and wireless experience empowers IT.
- AI-driven actions for proactive recommendations.
- API-based automation saves time and money.
- Operational efficiencies through automation enable rapid fault isolation and troubleshooting.



# Improve wireless network visibility

Network visibility is key. It not only helps IT quickly identify and respond to issues; it minimizes the impact to both users and the business. Without visibility, IT needs to manually search for the cause of problems and, in the case of campus environments, may even need to send a person to the location to test the network. That's not only inefficient; it's costly as well.

With Juniper Mist, there's no need to manually hunt for trouble spots. Visibility into the user's wired and wireless experience empowers IT to quickly identify and remediate errors with a combination of AI automation and microservices that monitor network trends in real time and send alerts when service levels degrade. Juniper Mist even makes recommendations for troubleshooting and proactive configuration.

**The average IT department spends over nine hours/week troubleshooting Wi-Fi problems.**

Source: IDC, Making the Business Case for Cloud-Managed WiFi as a Service, 2017



# The trouble with troubleshooting

Why is troubleshooting so hard? IT professionals were surveyed. Here's what they said.

**56%**

Temporal/hard to reproduce issues

**48%**

Inadequate tools or processes to identify issues

**48%**

Not enough issues to identify issues

**22%**

Correlating user issues with device types, device OS, across access points, WLANs, etc.

**12%**

Sheer volume of issues

Source: Mist and IDC, Making the Business Case for Cloud-Managed WiFi as a Service, 2017





# Deliver an exceptional user experience

Corporate campus. Academic research lab. Coffee shop. Three very different environments that share the same requirement: a wireless experience that is easy to access, reliable, and secure.

Juniper Mist's customizable Wi-Fi service levels let you set, monitor, and enforce Service Level Expectations (SLEs) for key Wi-Fi performance metrics. At any given time, you can see how your network is performing against SLEs, with deep visibility, including location context into impacted users, applications, and devices.

With Juniper Mist, you get an exceptional experience for end users, IoT devices, and clients while simplifying and automating operations for IT teams.





# Microservices bring unparalleled agility, scale, resiliency

Juniper Mist makes it easy to add or remove new features by leveraging a microservices cloud architecture.

New enhancements and bug fixes are delivered almost weekly without network disruption.

Services scale up or down elastically when they're needed, eliminating the cost and complexity of monolithic hardware.

Inherent resiliency because the failure of one service does not impact others.





# ePlus and Juniper Mist

Working together, ePlus and Juniper Mist engineer innovative solutions for your most challenging wireless network needs. We remove traditional constraints and enable you to deliver automated, secure, and scalable wireless networks that connect you with the world.

For over a decade, ePlus and Juniper have jointly engineered solutions that enable our customers to modernize their networks and leverage technology to deliver better business outcomes.



AMER National  
Partner of the Year



AMER Security  
Partner of the Year



# ePlus and Juniper Mist

Explore how the AI-driven network from Juniper Mist and ePlus can automate your wireless operations.

[Schedule your discovery call today](#)

