



ARUBA AIOps. REAL AI, REAL RESULTS

# Self-healing network problem resolution

## INTRO

### IT may not always be around

When COVID struck, most of your employees were suddenly working from home. But life continued for essential workers tasked with running the business, which meant IT teams had to stay plugged in. And as people return to the office, it's clear that a hybrid workplace is here to stay. The catch is that your IT staff may not be onsite the days that you are. Ready for hybrid network IT?

## CHALLENGE

### The business goes on

The challenge is to keep everything running smoothly without disruption. The wellness of the network often means help desk calls, lengthy troubleshooting sessions, an onsite visit, and trying configuration changes if the problem isn't clearly understood. It's never been an efficient workflow – which is even more problematic today.

A network outage or performance issues can be difficult to solve remotely using legacy tools. And it's not easy to close up shop, send patients home, or say, "see you tomorrow" to everyone in an office when they're only there twice a week. The network has to run at its best even when IT isn't around.

Automated self-healing workflows would have been nice.

## SOLUTION

### Aruba AIOps and automation is the answer

Many IT teams are turning to AIOps solutions that automatically diagnose Wi-Fi, wired and WAN issues by pinpointing possible root cause. They also want solutions that close the loop by actually addressing the issue – without requiring operator intervention.

That's what makes Aruba AIOps unique. Built-in self-healing workflows in our insights, that go beyond just identifying definitive root cause by fixing issues automatically, no matter if IT is in the office, at home, or away.

It's that simple. Your IT team enables closed-loop automation to take advantage of self-healing workflows. Detailed reports outline when problems were encountered and what was changed to correct any issue. It's a perfect example of AI working with your IT team to meet evolving user experience level agreements.

## A real-life example

Life in a big city can have its challenges. For one healthcare organization situated in a dense environment the nurses and other staff would often see the performance of some apps degrade throughout the day. Because the IT team had started working primarily from home, troubleshooting problems proved difficult to solve.

Everything seemed to work fine when the IT team was around. One consistent aspect: nurses in different departments, on separate floors were seeing similar issues. Things would improve during later hours. Patients and visitors would also mention a poor experience when the problem was at its worst. Evaluating the Internet connection proved fruitless – all looked good.

Luckily, their network channel partner had recently attended an Aruba training session where new AIOps features were covered. AI Insights within Aruba Central identified a large number of devices outside of the building connecting throughout the day and evening with a poor Signal-to-noise ratio (SNR). Further troubleshooting showed that many of these devices were connecting multiple days during the week.

It was decided to turn on Aruba’s AI-powered, self-healing feature. Overnight they saw an **80% drop in help desk calls**. It turns out that people in adjacent buildings and others walking past the hospital were the cause of the problems. Their devices were limiting the amount of traffic each of the devices within the hospital could send, thus hampering performance.

### SUMMARY

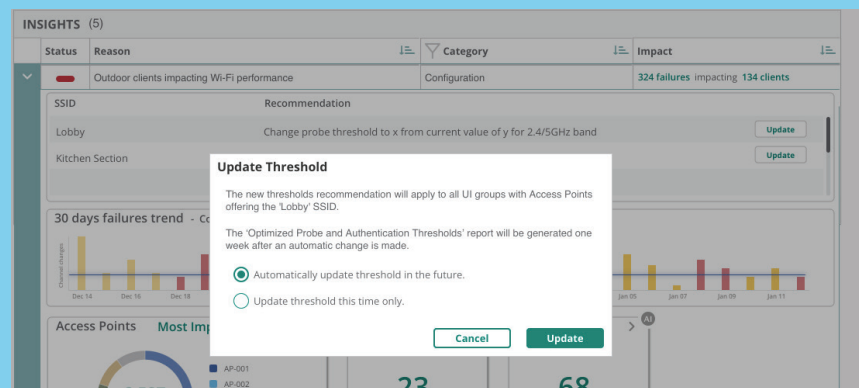
Because the system engineer was up to date, they were able to quickly take advantage of Aruba’s newest AIOps insights and the automated self-healing feature. The closed-loop nature of the workflow allowed them to solve a longstanding problem without even being on-site.



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