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Incident Detection: User Experience Insight

INTRO

Users and apps are always on

If you're managing a network today you've probably noticed that there's always something that needs attention. In fact, there's way too much to monitor on your own. Users connecting from everywhere, apps running at all hours, and changes to the network that you can't predict or control. All you know is that performance and outages turn into alerts and help desk calls.

CHALLENGE

Alert fatigue rarely translates into problem solved

Alert fatigue usually has one root cause: using multiple tools to track SLAs for LAN, WAN, and user-specific applications. At some point, though, you're likely to miss alerts, even those you need to see. Customers mention spending from 15 to 25 percent of their day chasing false positives and negatives, leading to a lack of confidence in alerts overall. Adjusting thresholds can sometimes help, but as an environment changes IT must spend additional time re-visiting these settings.

The cycle causes frustration and drains valuable resources.

SOLUTION

AI-powered Incident Detection

Fortunately, Aruba's User Experience Insight gives you a simple way to monitor how your network and apps perform throughout the day from a client perspective. Simple-to-deploy sensors, synthetic tests, and built-in machine learning and automation help you spot performance gaps that may have previously caused the alert fatigue associated with static thresholds. Incident Detection adds useful automation.

Rather than working under the assumption that each site performs identically, AI-powered Incident Detection baselines the performance of apps over time for each location. Instead of relying exclusively on static thresholds, AIOps identifies significant changes in the user experience, yielding a more accurate assessment of potential problems. No manual setup, no trial and error.

A real-life example

Executives at a large fast-food chain realized that understanding how each store performs is important—and that digital tools could help. It's tough to keep tabs on the responsiveness of the guest access portal, point of sale system, and surveillance equipment unless someone complains. By the time they do, it's often too late.

Seeking to get ahead of issues before they caused problems, Aruba User Experience Insight sensors were deployed in over 300 stores. This allowed them to consistently test their Wi-Fi, WAN and wired performance, and targeted services and apps without having to go on-site. Aruba User Experience includes a built-in AIOps feature called Incident Detection. It automatically created baselines at each store for how tests and applications performed throughout the day.

Because AI automatically created these baselines, there was no need to set up alert thresholds, saving hours. Machine learning models also looked at issues to determine if they were interrelated, and aggregated alerts into an incident. This process drastically reduced the likelihood of alert fatigue so common with other solutions.

In fact, in one region, an intermittent issue with point of sale (POS) devices was tracked for months and Incident Detection was able to identify the problem within hours. Connectivity failures, slow and sometimes failed transactions were the result of latency issues within the Internet providers' network. Having the data from Incident Detection gave them stronger negotiating power with the provider, leading to better service for the same price.

SUMMARY

Aruba's Incident Detection delivered an immediate return on investment and furthered our commitment to providing customers with the tools needed to deliver an exceptional user experience. Best of all, it's built in, requires no setup beyond turning it on, and points out real problems saving the business time and money.
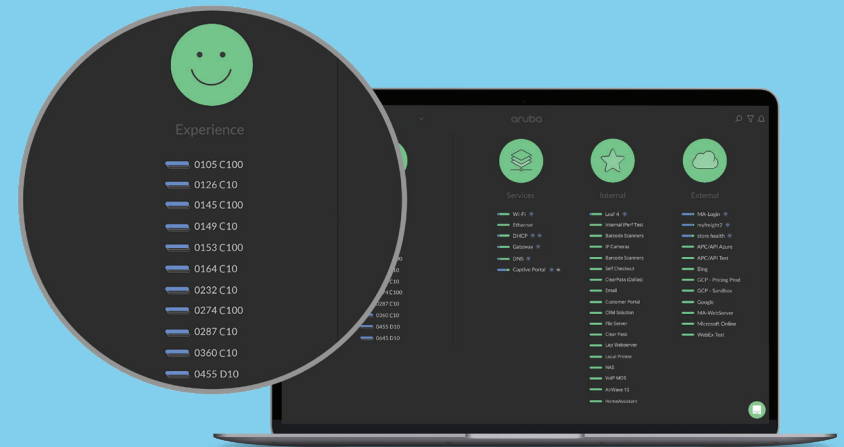
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