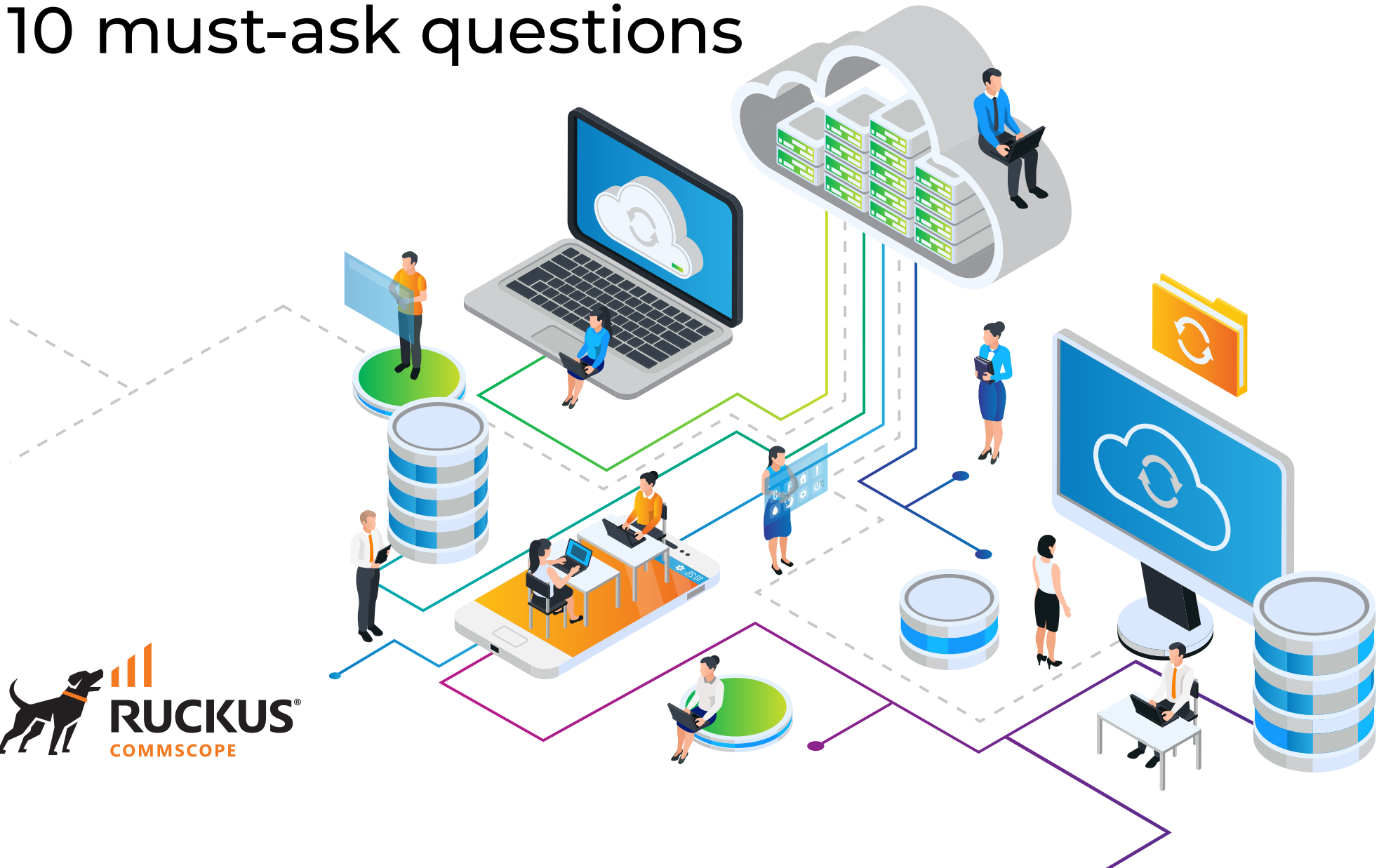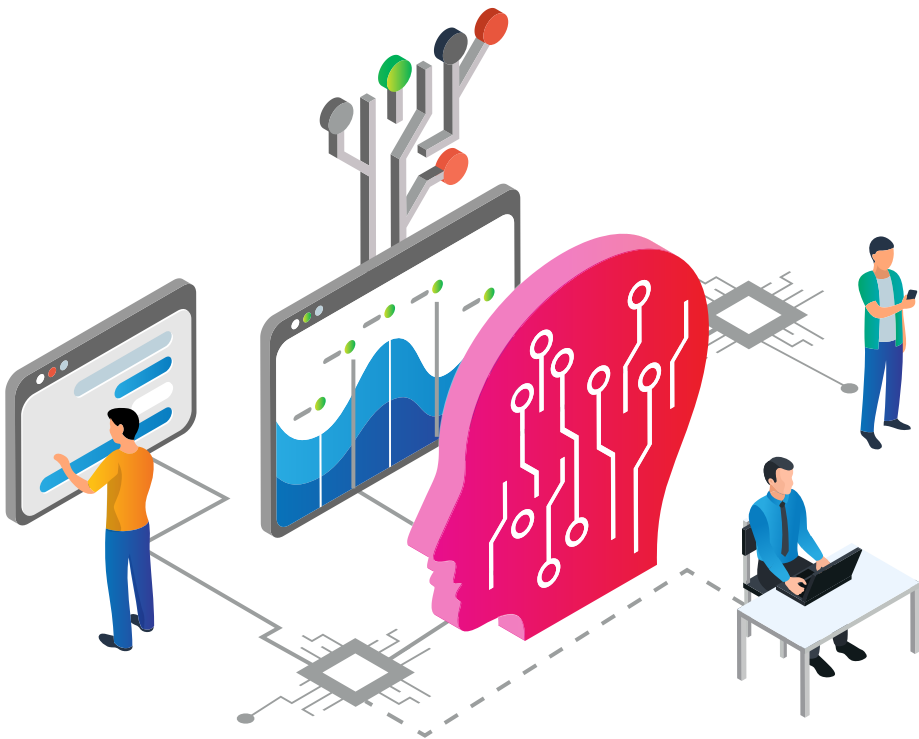# AI-driven Cloud-managed networking:

10 must-ask questions

1 Does the solution reduce unplanned downtimes and expedite troubleshooting with precision by leveraging proactive monitoring and management powered by *artificial intelligence (AI)?*

WHY IS THIS IMPORTANT?

While IT budgets and resources are shrinking, end users are demanding a superior experience and business stakeholders are demanding higher SLAs. In a nutshell, IT has become more critical yet also more complex. In that context, IT must be provided with comprehensive network visibility and in-depth guidance on what issues to investigate first—and how to fix those in order to avoid any potential disruption. Solutions leveraging AI ensure that incidents don't become service affecting.

2 Does the solution *continuously monitor the Wi-Fi RF environment* to ensure the wireless network is always running at maximum capacity and coverage?
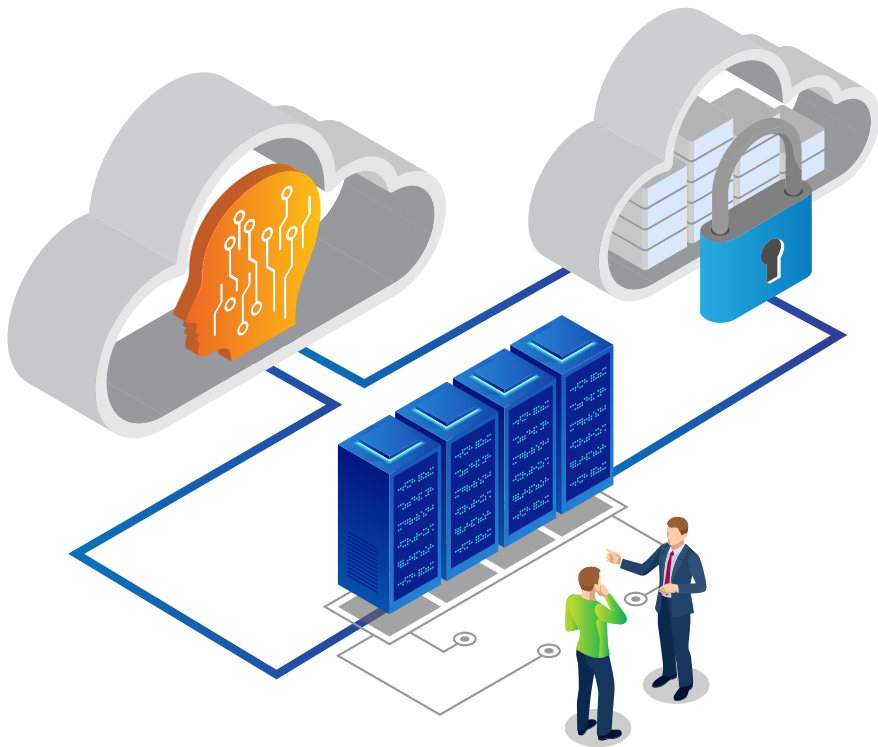

WHY IS THIS IMPORTANT?

IT departments must continuously do more with less, while maintaining a flawless user experience across the entire network. Meanwhile, network conditions constantly change due to fluctuating client density and device mobility, resulting in a dynamically changing RF environment. It's simply not good enough to have "good" Wi-Fi APs that provide coverage. With a constantly changing RF environment, you need a solution capable of monitoring the network in real-time, and continuously responding to those changing conditions. AI-driven radio resource management provides the intelligence to continuously monitor and adjust your Wi-Fi APs to minimize interference and maximize capacity.

3 Is the solution extensible by offering additional services and functions through a service catalog? Does that service catalog offer both in-house as well as approved third-party services, and *contain diverse offerings for all aspects of your network?*
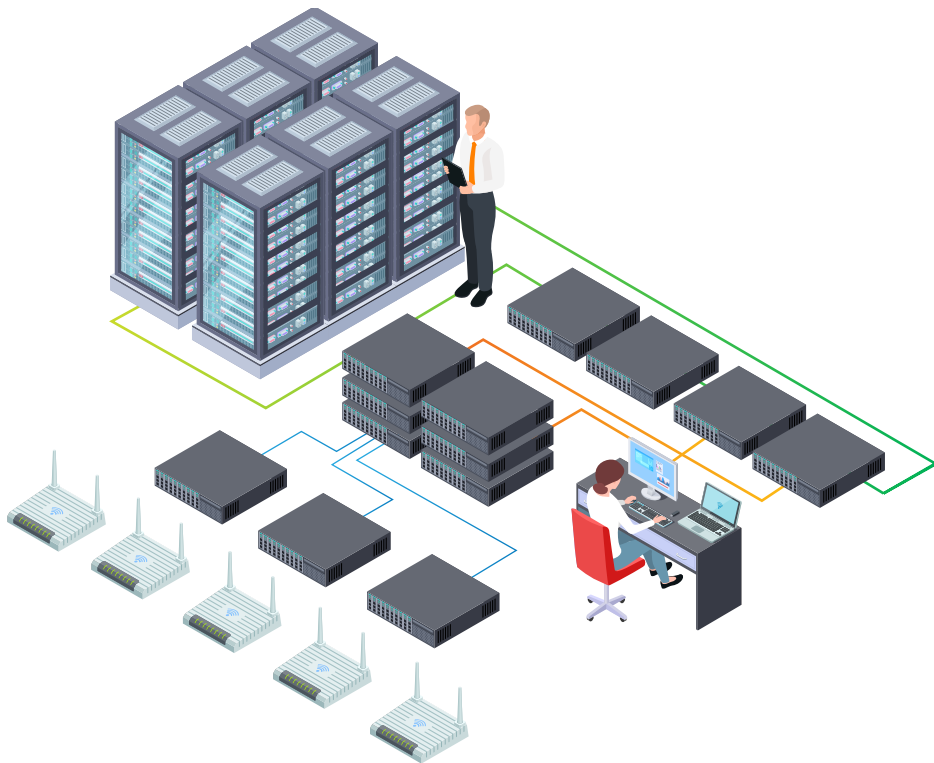

WHY IS THIS IMPORTANT?

The IT needs to support the business are constantly changing. Your solution must be flexible and adaptable in delivering new capabilities and features as necessary. The solution should offer a service catalog that's intuitive and whose services are immediately deployable. The catalog should contain offerings across multiple domains, from Security add-ons to additional applications such as Wi-Fi Calling. Offering both in-house developed, as well as third party, offerings is essential for maximum benefit.

4 Does the solution offer *converged multi-access network management* under a single pane of glass?

WHY IS THIS IMPORTANT?

Today's networks increasingly consist of a combination of different access technologies, with each possibly having its own management interface. This creates increased complexity and effort for IT staff. Modern enterprises may have traditional switches and wireless access points deployed alongside IoT sensors using a variety of protocols, such as Zigbee or Bluetooth. Combined with public or private cellular deployments, managing these heterogenous networks quickly becomes burdensome. The solution should provide capabilities to manage a wide range of access technologies. It should deliver full operational control, troubleshooting, and useful business insights, eliminating the need for different application interfaces.

5 Does the solution offer *Application Quality of Experience?*

WHY IS THIS IMPORTANT?

In today's enterprise, virtual meetings are standard practice for collaboration, and for interacting with customers and partners. The best productivity suites are only as good as the networks they're connected to. Nothing is more frustrating than your virtual meeting experiencing call quality issues, or worse, connection issues. Your network management solution should support testing methods to check both quality-of-service, as well as quality-of-experience for video conferencing.

6

Does the solution offer **secure network access to guests** without adding cost or complexity?

WHY IS THIS IMPORTANT?

It has become all but mandatory to provide network access to guest user devices in a user-friendly way while ensuring the business remains compliant with industry- or geo-specific regulations around security and privacy. No IT has ever enjoyed spending time and resources on additional software or hardware appliances from the same vendor or on third-party security solutions to accomplish just this. IT must look for a solution that builds such functionality into the product.

7 Does the solution offer reporting for *up to 12 months of data* about users, devices, and applications without adding cost?

WHY IS THIS IMPORTANT?

More than ever, various geo- and industry vertical-specific regulations require IT to remain compliant by maintaining and producing user, device, network, and application logs for 12 months for forensic analysis. IT should not have to pay extra for such long-term data retention.

8 Does the solution provide *industry standard APIs* to automate reporting or share and exchange data with other systems?

WHY IS THIS IMPORTANT?

Today's network management solution must provide the necessary flexibility to automate and customize management tasks. Reporting automation creates operational efficiencies, thereby lowering TCO. Using industry standards, such as REST APIs, allows software systems to easily exchange information in an efficient manner. Additionally, network management systems with open APIs provide opportunities for interconnecting with external systems, providing full end-to-end multi-vendor capabilities.

9 Does the solution offer *complete visibility and analytics* for wired and wireless networks without having to install additional software or hardware appliances to collect data points from your network elements?

WHY IS THIS IMPORTANT?

Installing a software or hardware appliance to collect data from your network devices is a very time- and resource-intensive process. IT must ensure the data collector appliance is well installed at each site. Moreover, IT must ensure the appliance is monitored at all times. Lastly, it is IT's responsibility to ensure the appliance is always secure and up to date with the latest software updates. To top it off, IT must work with the network administrator to co-manage this data collector appliance. Thus, using data collection appliances is a non-starter, and IT must look for a solution that does not require them.

10 Does the solution offer *extensive network functional testing* without the need to purchase expensive test equipment or additional hardware?

WHY IS THIS IMPORTANT?

As part of delivering network assurance, IT administrators must occasionally test the network to verify optimal operation. As an example, the network administrator may want to verify proper DHCP or DNS operation. The cloud management solution should provide service validation functionality as part of delivering service assurance. With service validation, existing access points are re-configured as virtual endpoints. These virtual endpoints initiate the test traffic according to the type of service or performance parameter being tested. The APs being used for testing continue to provide full functionality to the WLAN, while simultaneously performing network tests as a virtual client.
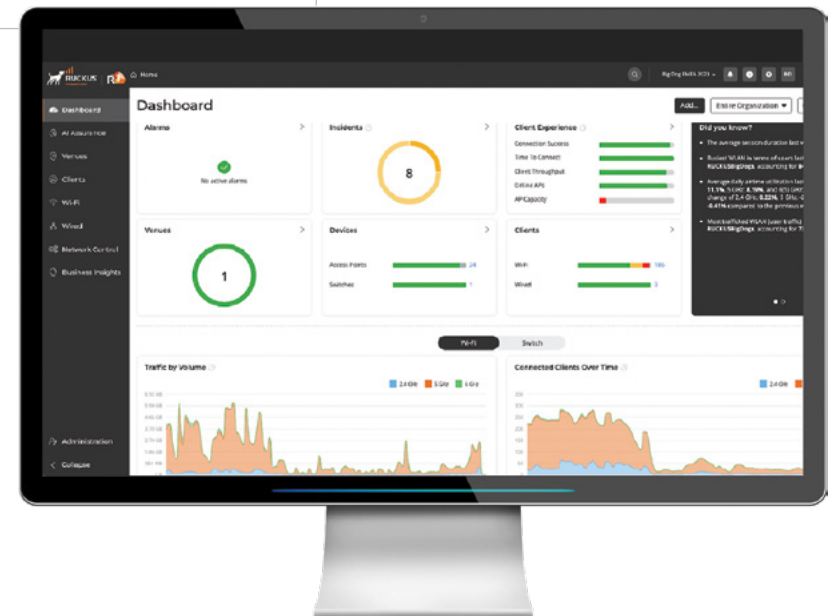
Go ahead. Rate them!

YES = 10   No = 0

Question/Criteria	RUCKUS	Competitor 1	Competitor 2	Competitor 3
1	YES			
2	YES			
3	YES			
4	YES			
5	YES			
6	YES			
7	YES			
8	YES			
9	YES			
10	YES			
TOTAL	10			

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