Juniper and Cloud Ingenuity transform Wi-Fi to Enable Wayfinding and Asset Tracking for Enhanced User Experience

Transform your Wi-Fi installation into a strategic business asset. Enhance your user's experience with wayfinding capabilities from their mobile device and provide IT with the ability for enterprise-wide asset search.

THE CHALLENGE

Traditional Wi-Fi is blind to the user's experience and their needs. This poor experience reflects negatively on your brand when customers engage with your company and impacts the productivity of your business end user's ability to do their job. This also impacts the productivity of your IT support team who cannot solve problems with devices that they cannot see.

THE JUNIPER-CLOUD INGENUITY SOLUTION

Juniper and Cloud Ingenuity have partnered to deliver an integrated solution that enables your end users with wayfinding capabilities and provides IT with global asset search capability.

BENEFITS

Now a student on a campus can quickly find their way to class or the library. A doctor can quickly be located within a hospital for an emergency surgery, or to save a life. The possibilities are limitless in terms of the value of global asset search and location. Juniper brings Mist AI to the table for rapid problem awareness, and Cloud Ingenuity's application provides the insight needed to react leading to faster resolution and a proactive approach to end user experience.

Juniper modernizes the wireless infrastructure; Cloud Ingenuity enables IT to positively impact user experience which transforms Wi-Fi into a strategic business tool.

The Challenge

Many Wi-Fi infrastructures leverage legacy hardware and provide a poor user experience. Many IT teams are unaware of the resulting performance due to the lack of visibility. Work from home and IoT are only increasing the reliance on your Wi-Fi infrastructure, and the business could stand to benefit for the data of their users and/or customers locations and use of their Wi-Fi service. Without a modern Wi-Fi solution that leverages AI for proactive issue detection and a solution to ensure you are providing the best possible user experience; your brand is impacted by poor customer experience; your business users and IT staff suffer productivity loss.

The Juniper-Cloud Ingenuity Solution

Juniper Networks, a leader in artificial intelligence (AI)-driven networking, and Cloud Ingenuity, an innovative solution integrator, have partnered to deliver an integrated solution to enhance the experience of the end user from the class leading Juniper Mist™ wireless edge across a multi-vendor, brownfield network infrastructure.

The combined Juniper-Cloud Ingenuity solution delivers optimal user experience while improving IT productivity. The result is transforming your Wi-Fi infrastructure into a strategic business asset.

FEATURES AND BENEFITS

The integration of the AI-driven networking from Juniper and Wayfinding from Cloud Ingenuity delivers:

- Enhanced user experience through self-guided location services

- Improved IT productivity with the visibility provided into people and asset location

- Rewind capabilities to see a history of people and device location on the network

SOLUTION COMPONENTS

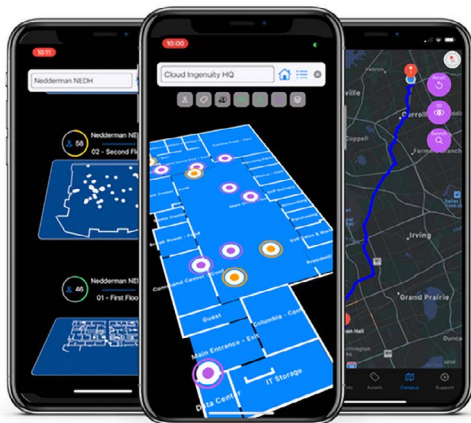**The Juniper solution includes the following components:**
Juniper Mist cloud: All wireless deployment, operational, and management functions are handled via the Juniper Mist cloud, which delivers the following Wi-Fi and virtual Bluetooth LE services:

- Juniper Mist Wi-Fi Assurance: Includes user service levels, anomaly detection, automated event correlation for troubleshooting, dynamic packet capture, policy configuration, guest WLAN access, and more

- Marvis Virtual Network Assistant: Provides natural language queries with integrated help desk functionality for rapid and simple root cause determination and problem resolution while realizing the self-driving network with its Marvis Actions framework

- Juniper Mist User Engagement: Pushes location-based information to mobile users, such as turn-by-turn directions and proximity notifications

- Juniper Mist Asset Location: Finds high-value resources such as shipping pallets, wheelchairs, security personnel, etc.

- Juniper Access Points are deployed on premises for Wi-Fi, BLE, and/or IoT access.

The Cloud Ingenuity solution components

A secure application available for end users on their mobile device for:

- Wayfinding: Self-guided directions at a user's finger tips

- Asset Search: Global search across the Wi-Fi network for people or devices

- Rewind: Understand where people and/or assets have been on the network

Unintelligent Wi-Fi

Traditional Wi-Fi is blind to the user and the needs of the user. Basic Wi-Fi access allows users limited connectivity and provides no information about their surroundings. Unintelligent Wi-Fi creates blind users.

AI-Enabled Wayfinding

Mist has developed the most advanced AI in Wi-Fi. This technology allows for on-demand mapping of users, assets, and places across your network in real-time. This gives the user relevant data at their fingertips.

Empowering Users with Wi-Fi

Cloud Ingenuity has harnessed the power of Mist and build a user-focused mobile application to provide insights into the environment like never before. IT can now be focused on delivering a state-of-the-art experience with data-driven applications that provide more than just infrastructure.

Combine AI-Driven Wireless from Juniper with Wayfinding and Asset Search to Elevate User Experience

Enterprises are relying on the network for nearly every aspect of their business. User experience for your customers and employees has direct business impact in the form of brand damage or reduced productivity. As the edge of the network is upgraded to the AI-Driven Enterprise from Juniper, the potential to leverage this powerful data set to drive business impact becomes more and more possible in today's modern infrastructures. Leveraging the Cloud Ingenuity application with Juniper opens the door for IT to finally be viewed as more than just a cost center. AI and BLE technology will enable you to provide users the best experience possible while leveraging this valuable data set for business impacting decisions.

Next Steps

To learn more about the joint Mist-Cloud Ingenuity solution, please contact your Cloud Ingenuity or Juniper Mist representative, or visit http://cloudingenuity.com and www.juniper.net.

About Juniper Mist

Mist built the first AI-driven Wireless LAN (WLAN), which makes Wi-Fi predictable, reliable, and measurable and enables scalable indoor location services like wayfinding, proximity messaging and asset visibility. In addition, Mist's AI technology plays a key role in bringing automation and insight across the full IT stack, delivering seamless end-to-end user experiences and substantial IT cost savings. In 2019, Mist was acquired by Juniper Networks and operates as a business unit focused on the AI-Driven Enterprise which combines Mist's next-generation Wireless LAN (WLAN) platform with Juniper's best-inclass wired LAN, SD-WAN and security solutions to deliver unsurpassed end-to-end user and IT experiences. For more information, visit www.mist.com.

About Cloud Ingenuity

Cloud Ingenuity is a trusted partner in technology that focuses on Business, Architectural and Organizational outcomes by aligning People, Process, Technology and Data. In addition, they provide the strategic vision and expertise needed to keep your technology investments relative and agile across 5 key tenants; Multicloud, Security, Network, Collaboration, and Visibility. Cloud Ingenuity delivers lower operating expenses with a higher level of integration that transforms the user experience.

Learn more at www.cloudingenuity.com.