The Value of Cloud Managed Networking

Given the higher performance, ease of use, reliability, and operating efficiency of managing networks from the cloud, every enterprise customer should consider moving their network management to the cloud. Cloud offers speed and continuous delivery of new capabilities and provides secure environments that can handle the most risk-sensitive customers.

Here's a quick look at the problems cloud-managed networks can solve for organizations, the product features that address these problems, and how these features come together to help IT run more efficiently.

Lack of Troubleshooting Ability/Access→Faster/ Smarter Troubleshooting

Key product features:

- Real-time troubleshooting with probe messages and stage filters
- Historical and real time troubleshooting with automatic issue detection
- Help-desk optimized interface with problem summary and suggested remedy
- Ability to troubleshoot and resolve issues remotely

How this benefits IT:

- Less time spent analyzing data to find issues
- Streamlined problem resolution with recommended workflow makes resolving issues much easier
- Faster time to resolution with less network disruption means happier users
- Business driver: Improve operating efficiency, reduce risk, enhance customer experience
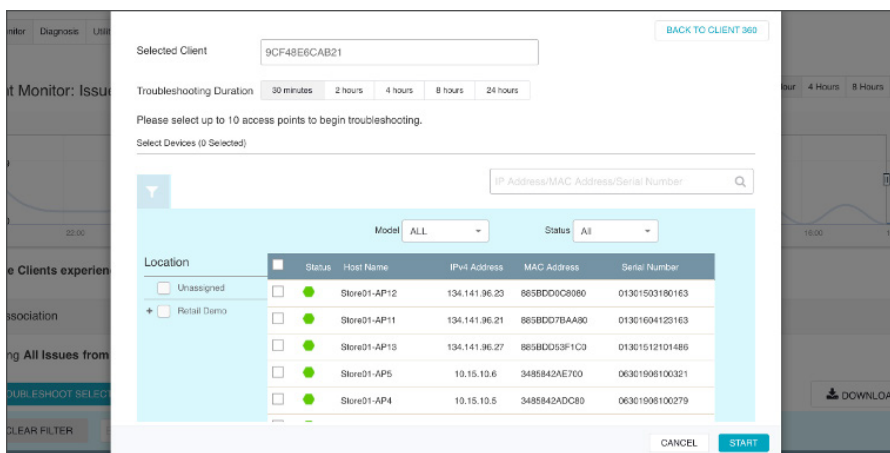
Hands-on/Complex Deployment (Not Enough Hours in the Day!) →Efficient On-boarding and Configuration

Key product features:

- Customer self-service sign-up for cloud application
- Planning tools: get a complete inventory of your devices, bandwidth usage, client models, and applications to plan for the future
- Guided workflow for infrastructure device onboarding and network policy configuration and deployment
- On-screen step-by-step guided configuration
- Devices auto-provision with network policy and firmware updates if desired
- Zero on-site support; no truck rolls required

How this benefits IT:

- Faster time from purchase to implementation
- Ability to deploy more rapidly with less IT intervention leading to a quick ROI
- Less disruption for users
- Less hours required from IT, more time to spend on other issues and needs
- Intuitive workflows = sophisticated yet simplified configuration = better network performance
- Business driver: drive your topline, improve operating efficiency, enhance customer experience
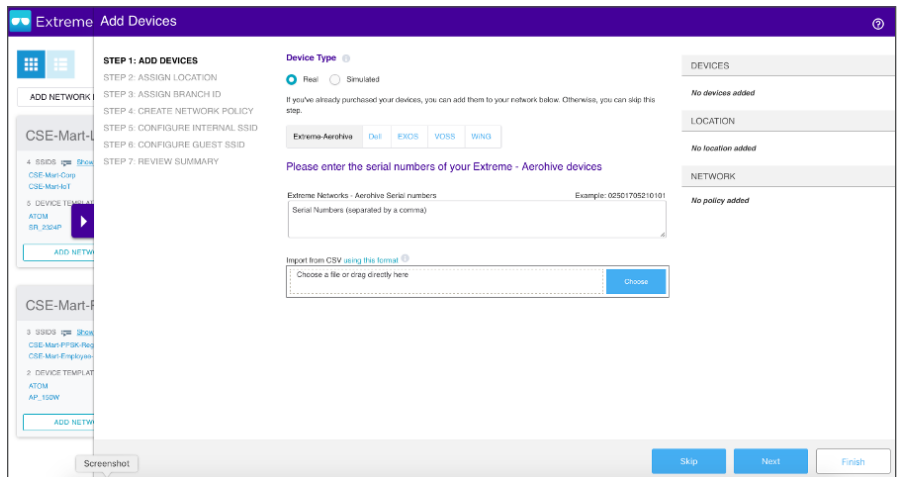
Dumb Network→Smart Network That Collects Data and Provides Smarter Insights

Key product features:

- 5+ petabytes of customer network device data gathered, organized, analyzed, and "learned from" daily
- Comparative analytics provide context for networking benchmarks: easy to compare your devices vs. others in your network/deployment as well as anonymously with other customers in the similar industry
- Network 360, Client 360, Device 360
- High volume of data is available/storable for ML to help automate processes using AI

How this benefits IT:

- Organized data = information = knowledge = intelligence
- Machine learning and artificial intelligence technologies analyze and interpret data and turn it into actionable business and IT insights
  - Example: predict when an AP is likely to fail, replace it before it disrupts network connectivity
- Business driver: drive your topline, improve operating efficiency, reduce risk, enhance customer experience
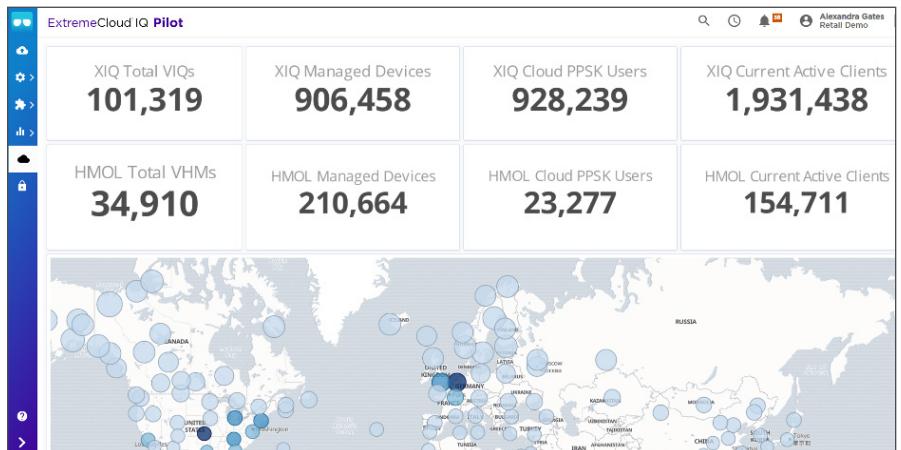
Lack of Visibility→Application Visibility and Control

Key product features:

- Layer 2-7 application visibility and control
- Tracking individual/clients/applications/infrastructure devices
- Client and device list with rich utilities and drill-down capability

How this benefits IT:

- – Opportunity for advanced insight into network activity and client capabilities leading to more advanced configuration capabilities and performance metrics
- – More control over network usage and utilization insures that business critical initiatives receive top priority to increase ROI
- The ability to pinpoint problems and resolve quickly
- Business driver: improve operating efficiency, enhance customer experience
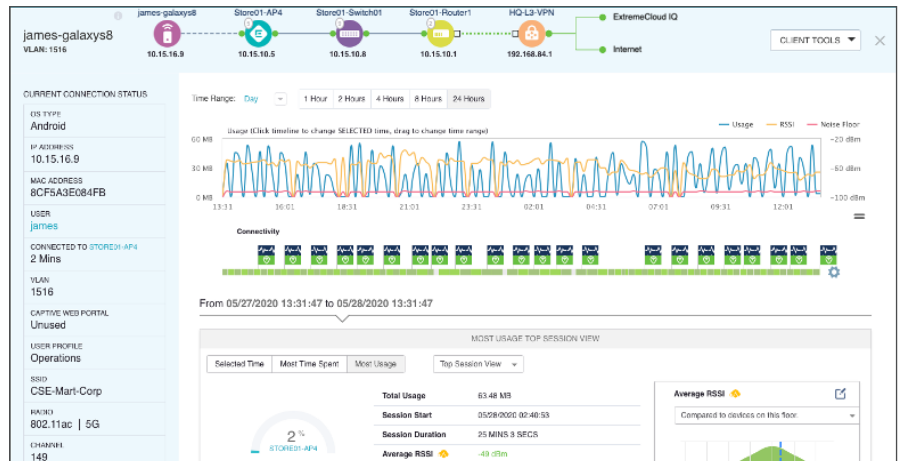
Onsite Management Only→Manage Anywhere

Key product features:

- Remote access
- Centralized management and visibility of distributed locations
- Single pane of glass from network edge to core

How this benefits IT:

- IT personnel not required at each site
- Issues at any location can be addressed remotely
- Performance of different locations can be compared and analyzed
- Business driver: improve operating efficiency, reduce risk, enhance customer experience
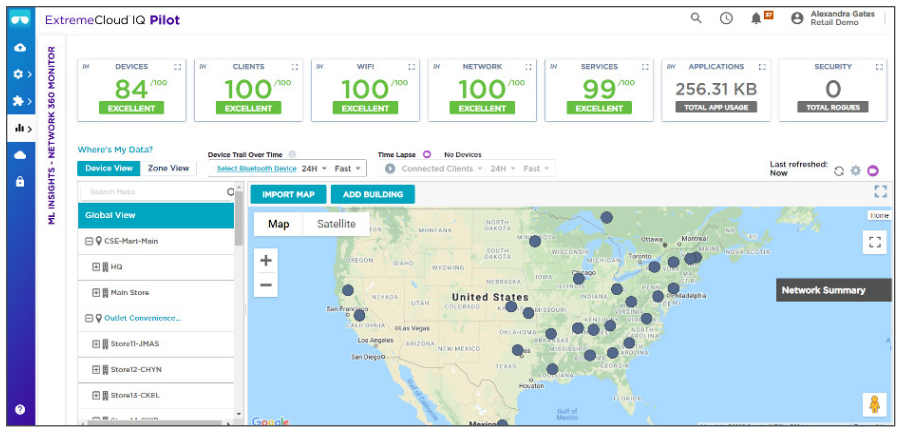
Inefficient Support or Lack of Support Access→Better Support

Key product features:

- Dedicated helpdesk user role with access to streamline and log relevant information

How this benefits IT:

- Remotely access network to solve issues in real-time
- Mark issues resolved or escalate with email notifications
- IT personnel not required at each site, saving cost
- Less hours required for IT support means more time to spend on other issues and needs
- Business driver: improve operating efficiency, enhance customer experience


Delays in Bug Fixes or a New Feature Release→ Continuous Delivery

Key product features:

- – Continuous innovation and rapid feature velocity, including bi-weekly bug fixes and new feature enhancement without affecting the network
- Automatically scheduled backups

How this benefits IT:

- Ensures the most up-to-date technology to keep the network running efficiently
- No disruption to users
- Continuous updates mean better business outcomes
- Business driver: improve operating efficiency, reduce risk, enhance customer experience
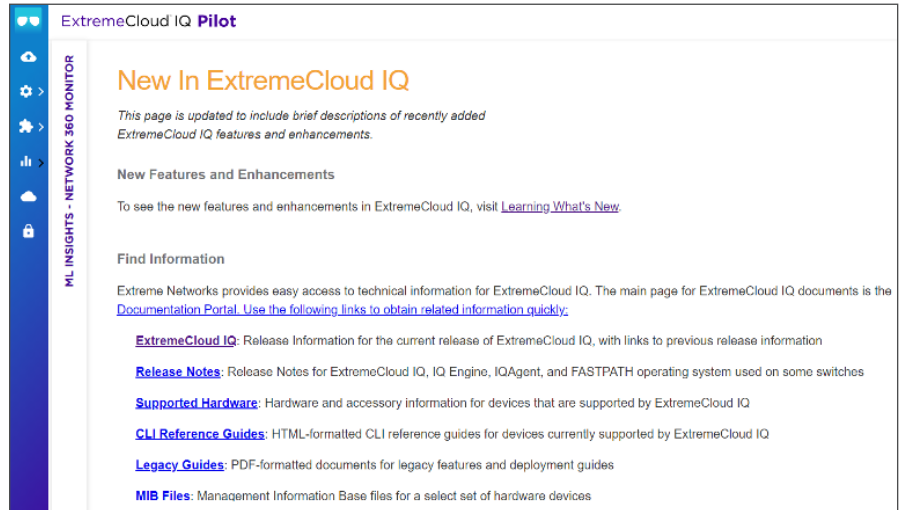
Network Downtime for Upgrades→Containerized Microservices

Key product features:

- Dynamically deploy and adjust the management application to right-size services with cloud portability and flexibility
- Restart specific services without affecting other services
- Only management plane traffic is sent to cloud, your data flows directly to the destination
- Your network continues to operate even if the connection to XIQ is momentarily lost

How this benefits IT:

- No nines uptime (100% uptime)
- Connectivity does not impact network operations servicing end-users
- Ensures most up-to-date technology to keep the network running as efficient as it can
- Business driver: drive your topline, improve operating efficiency, reduce risk, enhance customer experience

Lack of Security→Security Without Complexity

Key product features:

- Geographically distributed data centers
- ISO27001 certified plus international compliance/data privacy compliance
- Private PSK to replicate 802.1X level security with less complexity and overhead

How this benefits IT:

- Proven in the most risk-sensitive environments
- Less hours required to focus on security means more time for other network issues and needs
- Automatic compliance validation means IT doesn't have to do the time-consuming, manual work
- Visibility of applications, users, and devices enables IT to monitor the entire network efficiently
- Easy to apply the latest security patches across all deployments
- Business driver: reduce risk, enhance customer experience
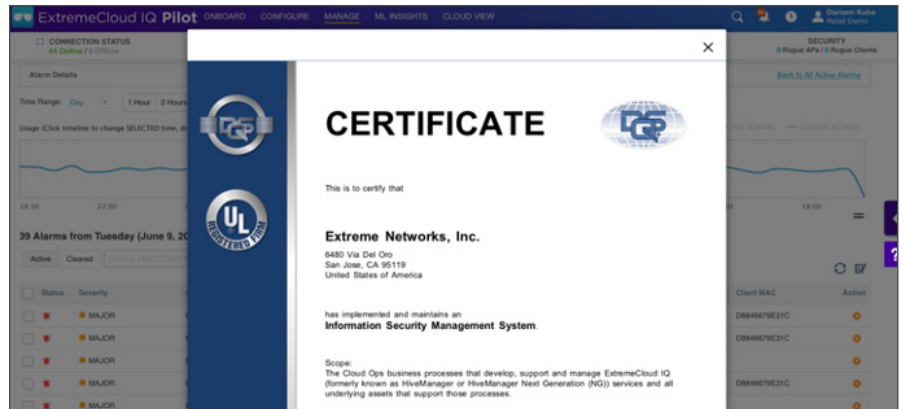
One Size Fits all Offering→Grow as You go

Key product features:

- Cloud agnostic
- Device/license portability
- Infinite scalability

How this benefits IT:

- IT has maximum flexibility to create the network they need, as they need it
- Scale up or down with business needs (no need to worry about the scaling and upkeep of a wireless LAN controller)
- No waste of time, resources, or budget
- Ability to plan and budget for future network needs
- Business driver: drive your topline, improve operating efficiency
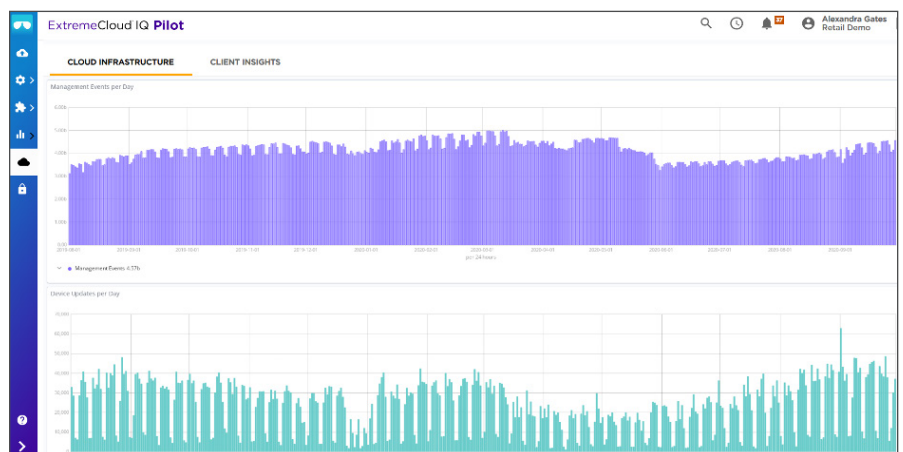
Lack of Interoperability With Third Party Systems→Hybrid/ Multi-cloud/Gated Garden in Cloud/APIs

Key product features:

- Fully RESTful API ecosystem

How this benefits IT:

- Pull and process data with a variety of different tools or applications to meet your business needs
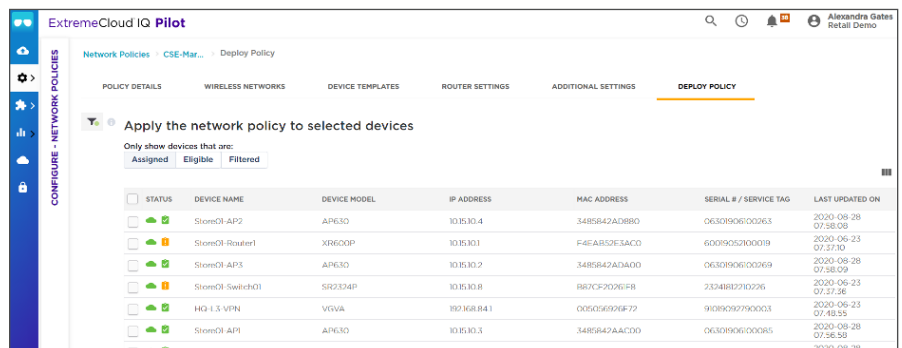- Business driver: drive your topline, enhance customer experience

Lack of Management Unanimity→Guaranteed Policy Consistency and Access

Key product features:

- Cloud config groups
- Templates
- Global view of deployments
- Upcoming third party device management (via Extreme Site Engine)

How this benefits IT:

- Global network policy can be pushed out enterprise-wide from one location, or customized per location, depending on customers' needs
- When a threat is detected anywhere, IT can quickly patch everywhere with one push – guaranteeing security policy consistency
- Business driver: drive your topline, improve operating efficiency, reduce risk, enhance customer experience


Complex Reporting→Simplified Reporting

Key product features:

- Customizable reports
- System wide reports or individual site analytics can be pulled from one screen
- Detail needed to assess issue can be drilled into quickly
- Performance of different sites/locations can be easily compared

How this benefits IT:

- Access the data you need, when you need it
- Share appropriate network data with other stakeholders outside IT= greater cohesion and visibility among teams
- Business driver: improve operating efficiency, reduce risk
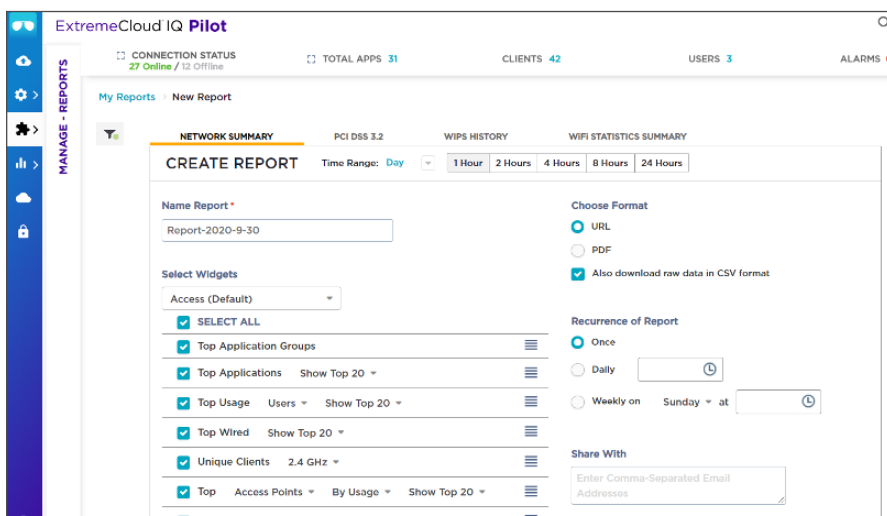
Cloud Based Support for Multiple Customer→Hierarchical Management on Single Pane of Glass

Key product features:

- Single login to service multiple customers
- Utilize common templates and network policies across customers, or deploy unique policies
- Pooled licensing

How this benefits IT:

- Less overhead
- Streamlined management and visibility= less time doing mundane tasks
- Business driver: drive your topline, improve operating efficiency, enhance customer experience

Additional Values ExtremeCloud IQ Brings to Organizations:

Attractive pricing

- Flexible and attractive pricing model and management tiers based on customer needs

Flexible licensing

  – Licenses are portable among access points, switches, and routers; no serial number tied to an individual license

- Ability to switch on the license when deployed (term start period) and off if a customer cancels. Can use the remaining months to switch on again for another customer (MSP model).