



# ExtremeCloud™ IQ CoPilot

AI Ops to streamline operations



**Winner**  
Cloud  
Computing/  
SaaS Award

## Business Outcomes

### Improve the User Experience



Enhance the experience of everyone connected to the network and limit connectivity issues by detecting and correcting problems before tickets are raised. Explainable ML helps reduce the time spent troubleshooting errors and conducting network maintenance.

### Effective Use of IT Staff



Many organizations face a shortage of skilled IT employees. AI Ops isn't a replacement for staff—it's a supplement that can enhance their abilities and streamline workflows. CoPilot collects vast amounts of telemetry data from multiple sources, and the resulting analysis isn't tied to a specific expert, team, or use case. It uses the same baseline information, fostering collaboration and decreasing resolution time. This facilitates cross-training, so the operations team can work more efficiently.

IT organizations are under increasing pressure as networks increase in complexity to accommodate rapid change such as distributed workforces, digital and business transformation. Artificial intelligence for IT operations (AI Ops) provides a range of capabilities to proactively address the requirement to help ensure the application user experience, prevent network outages, and rapidly address service degradations.

**Extreme's One Cloud** solution for managing **One Network** with intelligence reduces risk and simplifies operations. The ExtremeCloud IQ CoPilot license tier builds on the extensive capabilities of ExtremeCloud IQ. It delivers enhanced AI Ops capabilities to streamline daily activities and enable IT organizations to be more proactive. CoPilot leverages Explainable Machine Learning (ML) to be your trusted digital advisor.

As networks are strategic to the delivery of business services, better user experience enhances the perception and role of IT in an organization. The unique capabilities of CoPilot empower operations teams to be more data-driven and responsive. It reduces business risk by identifying anomalies, providing proactive alerts, and offering recommendations to resolve issues.

## Benefits of ExtremeCloud IQ CoPilot



### Transparent Recommendations

One of the big concerns about artificial intelligence (AI) and ML is trust. How was a recommendation derived? What algorithms were used to correlate and detect anomalies? CoPilot uses Explainable ML that can be readily understood. A user can drill down to details, so they can see the data and understand how the insights and recommendations were derived. This transparency helps build trust.



### Ready to Go

Activating CoPilot within ExtremeCloud IQ Pilot is a straightforward process, without the need for any configuration or tuning. Our algorithms create dynamic baselines using local telemetry data from the user's network and anonymized data from other customers. CoPilot operates on streams of current and existing telemetry data, ensuring a seamless experience.

# Proactively Finding and Fixing Problems

## Identify



**Proactive Alarms & Events** reduce the risk of minor issues becoming major outages. It reduces the number of trouble tickets and escalations by looking for patterns ahead of time to identify the anomalies that matter, and it recommends actions to address them early.



**Connectivity Experience** summarizes the client's experience into a single quality index score to easily track, identify, and troubleshoot connectivity issues. For each Wired and Wireless client, CoPilot processes information from all relevant metrics to define dynamic baselines, identify outliers, and provide the necessary context to remediate issues



**Mobile App (ExtremeCloud IQ Companion)** allows users to monitor and access details about the network from anywhere in near real-time. The app includes a comprehensive troubleshooting toolbox, and it also helps simplify the on-boarding of devices, plus it creates a full installation report.



**Anomaly Detection** reduces the noise so users can focus on relevant data and make more informed decisions. This capability is implemented at multiple levels starting at the local device, installed location, associated devices, and across multiple sites where applicable to enable dynamic baselining. Detection models are continuously calibrated against randomly injected negative test cases to reduce false positives.

## Fix



**Explainable ML** algorithms are built with transparency to explain how the insights were derived, so users can trust the recommendations and automate operations with confidence. CoPilot provides understandable insights and descriptions that enable users to see, verify, and trust the data behind every recommendation, and it provides the best options for resolution.



**Automated GTAC Support** makes it easier to address issues quickly and efficiently. It helps users create an Extreme Global Technical Assistance Center (GTAC) case from within ExtremeCloud IQ.



**Digital Twins** facilitates network assurance by allowing devices to be virtually staged before deploying them, helping to reduce risk. Users can create a digital copy of network infrastructure in a digital sandbox environment in the cloud, to assess if the new configuration or device would cause problems prior to deployment. Users can test and operationalize a new network or expand network infrastructure rapidly, then push the tested changes into production.

## Validate

## Summary

ExtremeCloud IQ CoPilot is an AIOps and Digital Twin solution that expands the capabilities of ExtremeCloud IQ for managing Wired and Wireless networks. It leverages Explainable ML to be a trusted digital advisor. With CoPilot, the IT operations team becomes more data-driven and proactive, which reduces risk and helps ensure the user experience.