

Vox Managed Wi-Fi Analytics

Managed Wi-Fi

Remote health monitoring and troubleshooting for your Wi-Fi network

- Network Health Monitoring
- Incident Analytics (AI- and ML-Powered)
- Powerful client troubleshooting
- Assists IT teams to improve the user experience
- Service validation from supporting Ruckus APs
- 24/7 customer support from our Vox Service Centre

Product Overview

Vox Managed Wi-Fi Analytics is a cloud service for network analytics and assurance. Powered by AI (Artificial Intelligence) and ML (Machine Learning), it simplifies life for IT departments and technicians by **automatically classifying service incidents by severity** while tracing root causes and recommending steps for remediation.

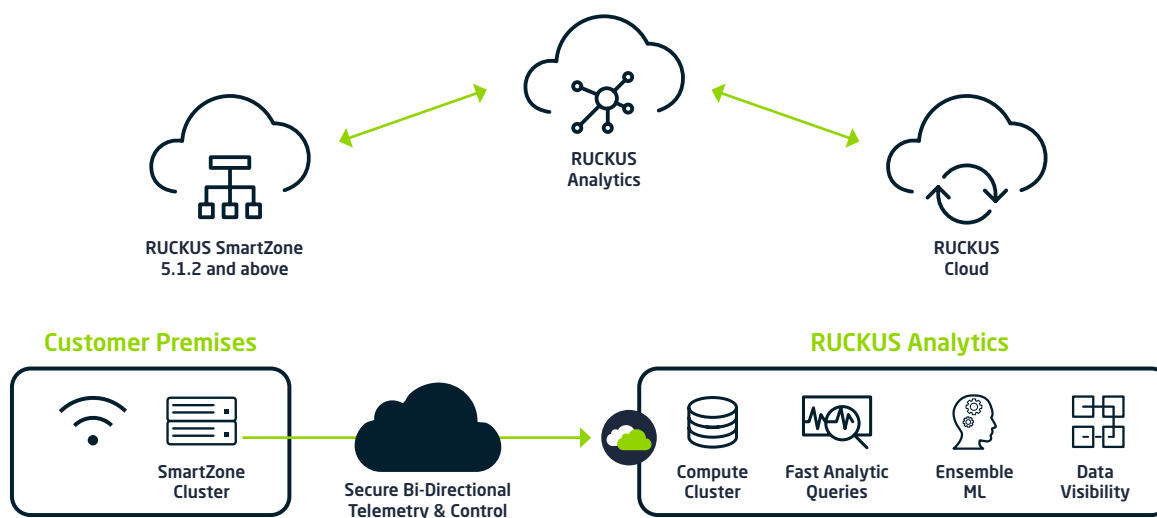
Analytics dramatically reduces time to resolution for service incidents. It can also eliminate some Help Desk tickets by addressing issues before they affect

users. By addressing the root cause for one incident, you can avoid other incidents that might arise from that cause.

Managed Wi-Fi Analytics helps you get the most out of your network. **Most importantly, it alleviates the need for your IT department to manage the Wi-Fi network, Vox will manage this for you.** You'll be able to log tickets via our enterprise support desk. Status reports may be requested with the option of daily, weekly or monthly schedules.

How it Works

One cloud service for two control architectures



Visit us at vox.co.za



Features And Benefits

Comprehensive network health monitoring

Automatically detects and prioritises incidents across a variety of metrics, including connection, performance and infrastructure.

Incident analytics powered by AI and ML

Reveals a root cause analysis of each incident along with recommendations for remediation for each issue.

Powerful client troubleshooting

Allows support teams to immediately investigate and resolve issues.

Service validation


Turns APs (Access Points) into virtual test clients with no additional hardware required.

Data exploration

A comprehensive data visualisation tool for Support Centres.

Reporting available

Carefully curated reports are available on request.



**Reduce costs
and resolve
network issues
faster**

Additional information

Vox Managed Wi-Fi Analytics is only available with Ruckus access points.

About Vox

Innovation and insight combine in Vox - a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice - as well as Cloud, business collaboration and conferencing tools - Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

For more information on complementary or alternative products, visit us at vox.co.za

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