# Ruckus AI Managed Wi-Fi

## AI-Driven Business Intelligence for enterprise networks

- AI powered network incident identification, prioritisation and resolution

- AI powered RRM (radio resource management) to optimise networks by reducing interference

- Increased network visibility for accelerated troubleshooting

- Managed Wi-Fi AI gives support a complete picture of the user experience

- Service Assurance works to automatically validate service levels on your network

- 24/7 customer support from our Vox service centre
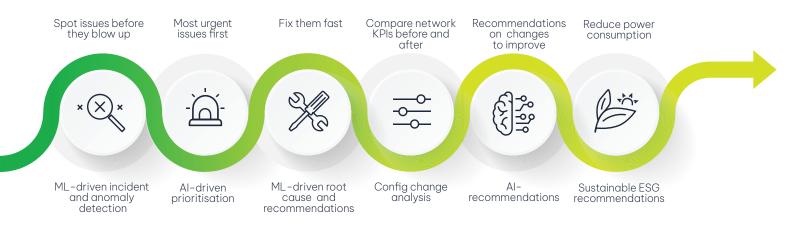
## PRODUCT OVERVIEW

Ruckus AI Managed Wi-Fi with Analytics is a cloud service for network intelligence and service assurance. Powered by machine learning (ML) and artificial intelligence (AI), it helps customers get the most from their network. The service gives Vox support comprehensive visibility into network operations, which accelerates troubleshooting.

The service identifies network assurance incidents, classifies them by severity, traces root causes and makes specific AI recommendations for remediation. It automatically monitors network health relative to configurable thresholds.

It simplifies life for IT departments and technicians, while AI with analytics dramatically reduces the 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.

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



| Spot issues before they blow up | Most urgent issues first | Fix them fast | Compare network KPIs before and after | Recommendations on changes to improve | Reduce power consumption |
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| ML-driven incident and anomaly detection | AI-driven prioritisation | ML-driven root cause and recommendations | Config change analysis | AI-recommendations | Sustainable ESG recommendations |

## FEATURES AND BENEFITS

- **Network health**

  Includes a feature to view 15 metrics over time categorised amongst Connection, Performance, Infrastructure, Application such as connection success ratio, time to connect, client throughput, AP capacity, and many more

- **Incident analytics powered by machine learning (ML) and artificial intelligence (AI)**

  Powerful detailed client troubleshooting tool

- **Powerful client troubleshooting**

  Gives support centre an immediate view of health and performance

- **Service validation**

  Turns access points (APs) into virtual test clients with no additional hardware required

- **Data explorer**

  Comprehensive data visualisation tool for support centre

- **Reporting**

  Carefully curated reports

"Automatically **detects** and **prioritises** incidents"

## ADDITIONAL INFORMATION

**Ruckus AI Managed Wi-Fi with Analytics** is supported by Ruckus and is an **add-on** to our standard Managed Wi-Fi solution, offering more client network visbility and powerful troubleshooting functionality.