



DELIVER UNINTERRUPTED PATIENT CARE

# Aruba User Experience Insight Agent for Zebra: Healthcare

## INTRO

### Seamless connectivity to automate error-prone manual tasks

Caregivers administer highly critical tasks throughout the day! Be it administering the right drug, at the right time, to the right patient, or retrieving patients' records to see their medical history. To minimize human errors, the caregivers are equipped with Zebra handheld devices to scan bar codes and retrieve data, which further require seamless Wi-Fi connectivity, making the network a highly critical piece of the healthcare industry.

## CHALLENGE

### Rapidly closing critical helpdesk complaints

Network issues affecting the handheld Zebra device are almost always a high-priority helpdesk complaint, requiring these to be closed within a few hours. The most critical part of troubleshooting this complaint is identifying the root cause, which in turn may require onsite visits and guess work by IT teams due to lack of precise visibility into application and network performance on a Zebra device, making the job time-consuming and resource-intensive.

## SOLUTION

### AI-powered Aruba User Experience Insight agent for Zebra

Aruba UXI agent for Zebra is deployed on Zebra handheld Android devices and continuously performs synthetic tests to analyze network and application performance and provide in-depth insights into roaming and voice call quality. This near real-time visibility helps the IT team to monitor end-user experience on Zebra devices and rapidly troubleshoot any help desk complaints.

When combined with user experience insights from UXI hardware sensors placed at strategic and fixed locations, the result is a unique and complete view of network and application health. The UXI cloud-based dashboard provides simplicity and depth to help understand network and application performance and troubleshoot issues when they occur.

## A real-life example

A large hospital chain in the United States has extensively deployed Zebra devices to expedite and automate the whole process of patient care and meet the accelerated demand for healthcare. The hospital staff frequently uses Zebra devices for making SIP calls and reading on-ground updates as they move from one ward to another in the facility.

The healthcare IT team was already using UXI hardware sensors to keep a tab on digital user experience. Recently, they updated all the Zebra handheld devices with the Aruba UXI agent for Zebra to achieve a more holistic picture of the digital experience that caregivers are experiencing on Zebra devices. Before the update, the IT team received frequent complaints about the SIP calls dropping. The complaint was raised by NICU and childcare unit staff, located on the fourth floor of the facility. As soon as the handhelds were updated, the UXI agent for Zebra started picking up the issue, the dashboard flagged a low VoIP MOS score with degraded Wi-Fi link quality for SIP calls made on Zebra devices, denoting poor Wi-Fi coverage as the root cause of the issue. The IT team rapidly took action. They identified the exact problem location on the fourth floor by utilizing the UXI agent, adjusted the transmitted power on the access points on the location to increase the coverage, and reduced the interference by selecting the 5GHz channel to improve Wi-Fi link quality.

The IT team further leveraged the UXI agent for Zebra to test all the Zebra handheld devices to ensure that these devices were not facing any kind of network-related issues.

## Summary

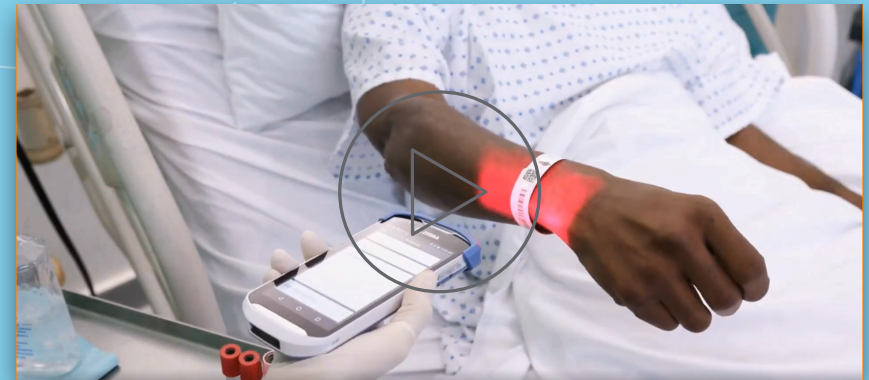
Aruba UXI agent for Zebra provides a precise and 'real' insight into application and network performance on Zebra devices and helps IT teams rapidly troubleshoot issues. The IT teams in the healthcare industry use the UXI agent to understand the SIP call and roaming performance, along with pinpointing the exact issue locations whenever it happens.



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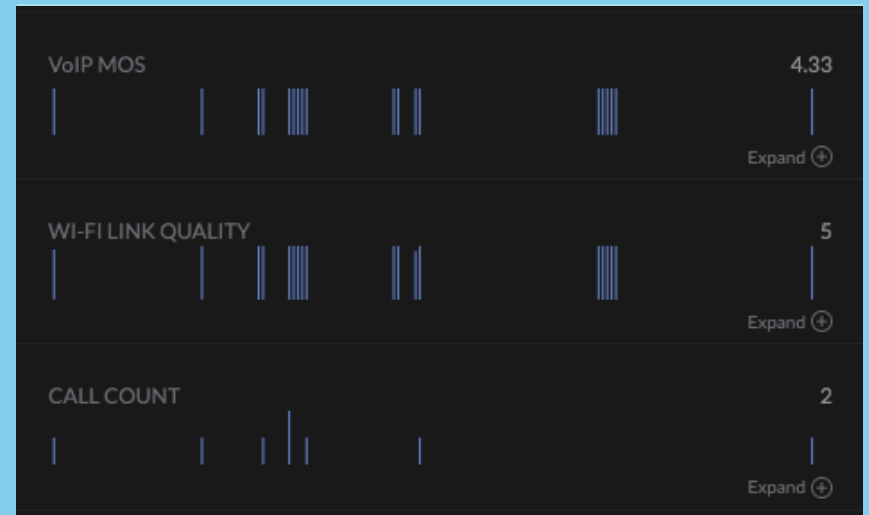
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Aruba UXI dashboard highlighting a low VoIP MOS score