



ARUBA USER EXPERIENCE INSIGHT: HIGHER EDUCATION

Uninterrupted connectivity for hybrid learning

INTRO

Campuses run non-stop – as should their networks

Across classrooms, dorms, residences, cafeterias, labs, libraries, and auditoriums, learning never stops, resulting in students and staff needing network access at every hour of the day. To add to this, IoT devices are flooding into labs, buildings and facilities requiring IT to provide high quality bandwidth, seamless connection, and instant troubleshooting 24x7!

CHALLENGE

24x7 high performance network availability

Ensuring that the network is accessible in every corner of the campus and that network performance SLAs are maintained are the main challenges for IT teams managing the university's network infrastructure. A small network glitch results in negative publicity for the university as well as costly truck tolls, making the IT team critical to maintaining the university's reputation and supporting the hybrid learning model.

SOLUTION

AI-powered User Experience Insight (UXI)

Aruba UXI provides a simple way to monitor how networks and applications perform throughout the day - from a client perspective. With easy to deploy onsite sensors and an AI-powered cloud hosted dashboard, UXI tests network and application performance from an edge perspective – 24x7, and helps IT support a seamless digital learning experience.

IT teams can configure UXI to download network performance analysis reports on a weekly basis (or on demand) and ensure that SLAs and XLAs are being met. Network performance data can also be exported to a big data platform via UXI's data push service, helping IT team to create custom dashboards for further analysis.

A real-life example

A large university in the States has no attendance restrictions, lectures are made available on college servers and students can learn from anywhere within the campus. The IT upgraded the network infra to prepare the campus for post covid digital learning, providing a homelike digital experience in dorms and to maintain brand credibility.

Before the university upgraded its infrastructure the IT team was given the task of preparing a network plan ensuring high quality network coverage across campus, peak load capacity planning, support for video applications, eduroam support, high speed internet in dorms, and live gaming support. The IT team used Aruba UXI sensors to understand the network behavior from an end user perspective and design the end-to-end network planning activity. UXI sensors were deployed at strategic places – classrooms, lecture halls, aisles, cafeteria, auditorium, dorms, amphitheatres and labs, the team ran tests and took screenshots to baseline the network performance. They quickly saw that during peak traffic hours, and during exams the bandwidth was choking, and a couple of corners in the Amphitheatre were falling into dead zones. Using the location map of the deployed sensors, the IT team successfully pinpointed the issue's blast radius. The team then went on to configure UXI to generate a custom report tailored to specific classrooms and labs to test XLAs and SLAs.

After the infrastructure upgrade, the IT team did not have to wait for end user feedback on network performance, they simply read the UXI dashboard and got precise insights into the end user digital experience. The team also limited a few entertainment apps during peak traffic hours to redirect the bandwidth for educational bandwidth-hungry applications. The IT team used Aruba UXI to monitor the SLA and XLA, as well as assisted the business level decision via specific insights, helping to position the university as one of the top education institutions in the United States.

SUMMARY

Aruba's User Experience Insight (UXI) delivered an immediate return on investment and helped the university to provide adequate uptime for critical educational applications. UXI also enabled the IT team to baseline the network performance and validate the network changes. The team continues to use Aruba UXI as a remote technician to monitor and troubleshoot the end user digital experience 24x7.



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UXI dashboard monitoring end user digital experience in a University setting

Learn more about Aruba User Experience Insight [here](#).