

Five ways advanced network intelligence makes service assurance easier for IT teams

1. Automates manual tasks.

IT can spend a lot of time manually reviewing log files and reports trying to troubleshoot and to glean insight into network operations. But this approach falls apart if the network is generating too much data. Advanced analytics tools automatically process this raw data and deliver it as actionable insight.

2. Accelerates network and client troubleshooting.

Mean time to resolution (MTTR) is a key performance metric in many organizations. Network analytics tools can enable faster troubleshooting by providing remediation recommendations based on root cause analysis or by providing granular, client-level detail. Both allow helpdesk tickets to be closed more quickly—keeping them from piling up.

3. Reduces the number of service-affecting incidents.

IT often finds itself in reactive mode, responding to issues only once they're affecting a large number of users. Advanced tools can identify network anomalies before they become service-affecting, enabling IT to take action to stop incidents before they happen.

4. Helps IT teams to prioritize.

It's frequently hard to tell which service issues to address first, especially if those service issues are user-reported. Some analytics software can automatically classify service incidents by severity, allowing IT to tackle the most critical issues first, thereby minimizing user-experienced downtime.

5. Monitors network health.

Without the right tools in place, measuring network performance to SLAs can be a chore, if it can even be done at all. With the right tool in place, IT can define SLA thresholds—and automatically monitor them—so IT knows exactly how users are experiencing the network and whether new changes are having the desired effect.

To learn more, contact your RUCKUS networking solution provider or visit www.commscope.com/analytics.