



AI-DRIVEN ENTERPRISE SOLUTIONS (AIDE)

Wired, Wireless, & SD-WAN driven by Mist AI

Alain Levens

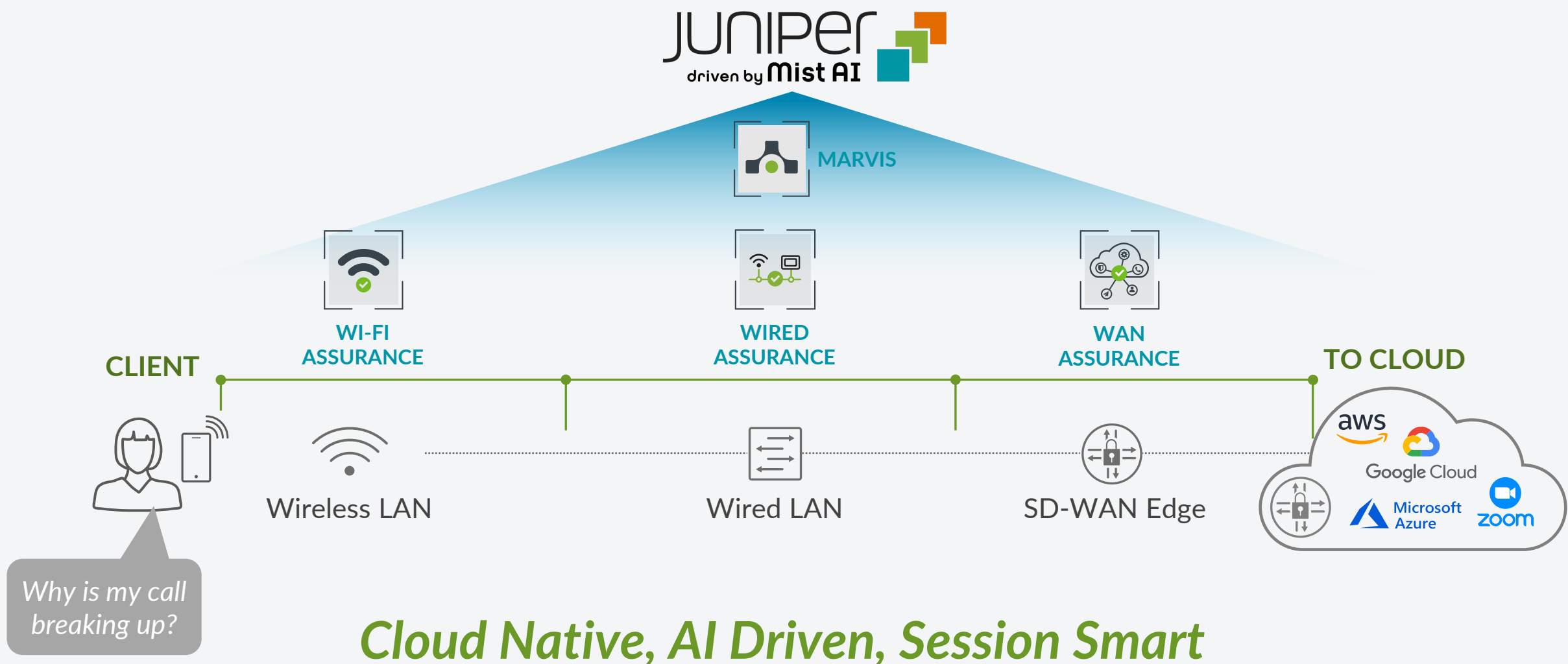
Consulting Engineer AIDE



JUNIPER
NETWORKS

Driven by
Experience™

Client-to-cloud Automation and Insight



Client-to-cloud Automation and Insight

AI-outcomes

Juniper Mist is
Fundamentally Different:

Lowest TCO

Better User Experiences

Better IT Outcomes

“...fastest most efficient technology roll out in our history”

“...85% reduced site visits”

“...90% reduction in user opened support tickets”

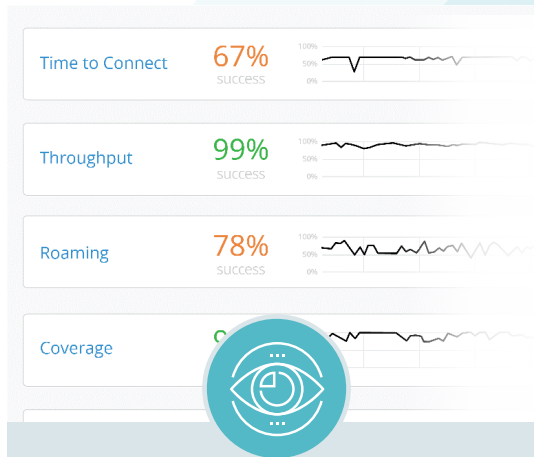
“...MTTR down 96% on average per ticket”

“...since Marvis, escalated cases are down by factor of 10”

“...Mist showed persistently failing clients, we didn't know about”

Heighten the User Experience -Substantially Better

Key Differentiation



Client Level Visibility



AI-driven Operations and Support



Microservices Cloud for Agility



Digital Engagement with Virtual BLE

UNDERPINNED BY A 100% OPEN API DRIVEN ARCHITECTURE

Delivered Across the Full Stack

Client Level Visibility

User Experience centric

Management based on the actual realtime user experience in the network. Provides all the details and insights while being easy to access, understand and immediately act upon. Helps IT teams move from reactive to proactive management instead of troubleshooting incidents after users reported them. Supports the growing number of IoT devices that can't report an issue themselves.

UX Telemetry Every User, Every Minute



Customizable Wi-Fi, Wired and WAN Service Levels



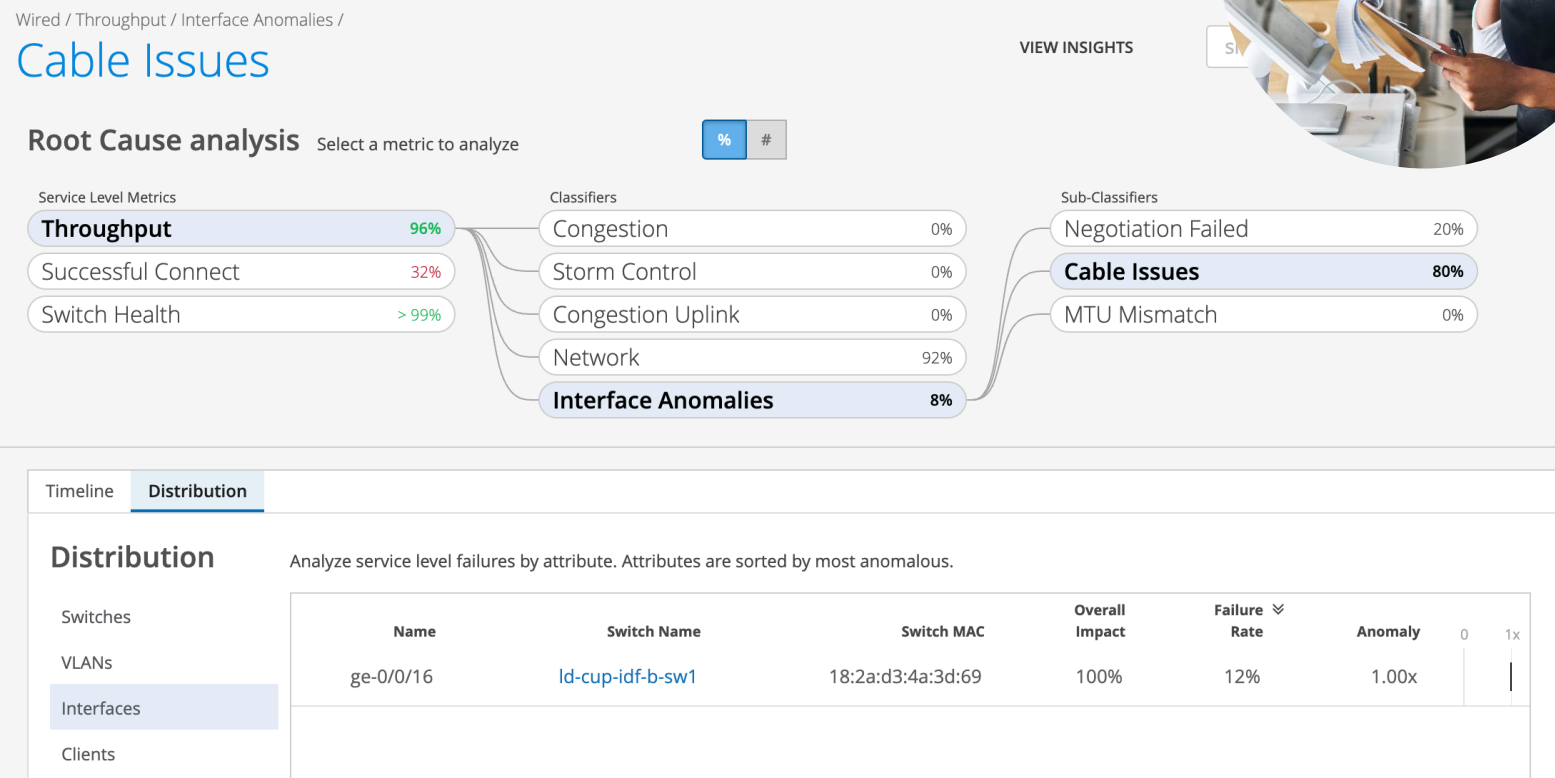
AI-driven Operations & Support

Client level visibility for Wi-Fi, Wired, and WAN

Automated operations make enterprise networks more predictable, reliable, and impactful. Proactive optimization of wireless performance. Dynamic packet capture. Rapid IT troubleshooting. Automatic root-cause identification.



- ✓ Automated operations via API's
- ✓ Proactive optimization
- ✓ Dynamic packet capture
- ✓ Automatic root-cause identification



“People always like to blame the network when there is a problem. With Mist, we can see the Internet, Wi-Fi, AP coverage, and device activity. We can show that the performance issue is on the application or a server.”

- Fer Wijker, coordinator, infrastructure team, Koppert Biological Services

Enhanced AI-driven Operations & Support

Marvis - Virtual Network Assistant (VNA)



The Marvis Actions dashboard delivers a **self-driving network with automatic actions** or a **“driver-assist” mode** to identify recommended actions with high efficacy. **Time-consuming manual IT tasks are replaced** with AI-driven proactive automation & self-healing capabilities, **lowering operational costs & saving substantial time.**

Marvis Actions

Conversational AI interface

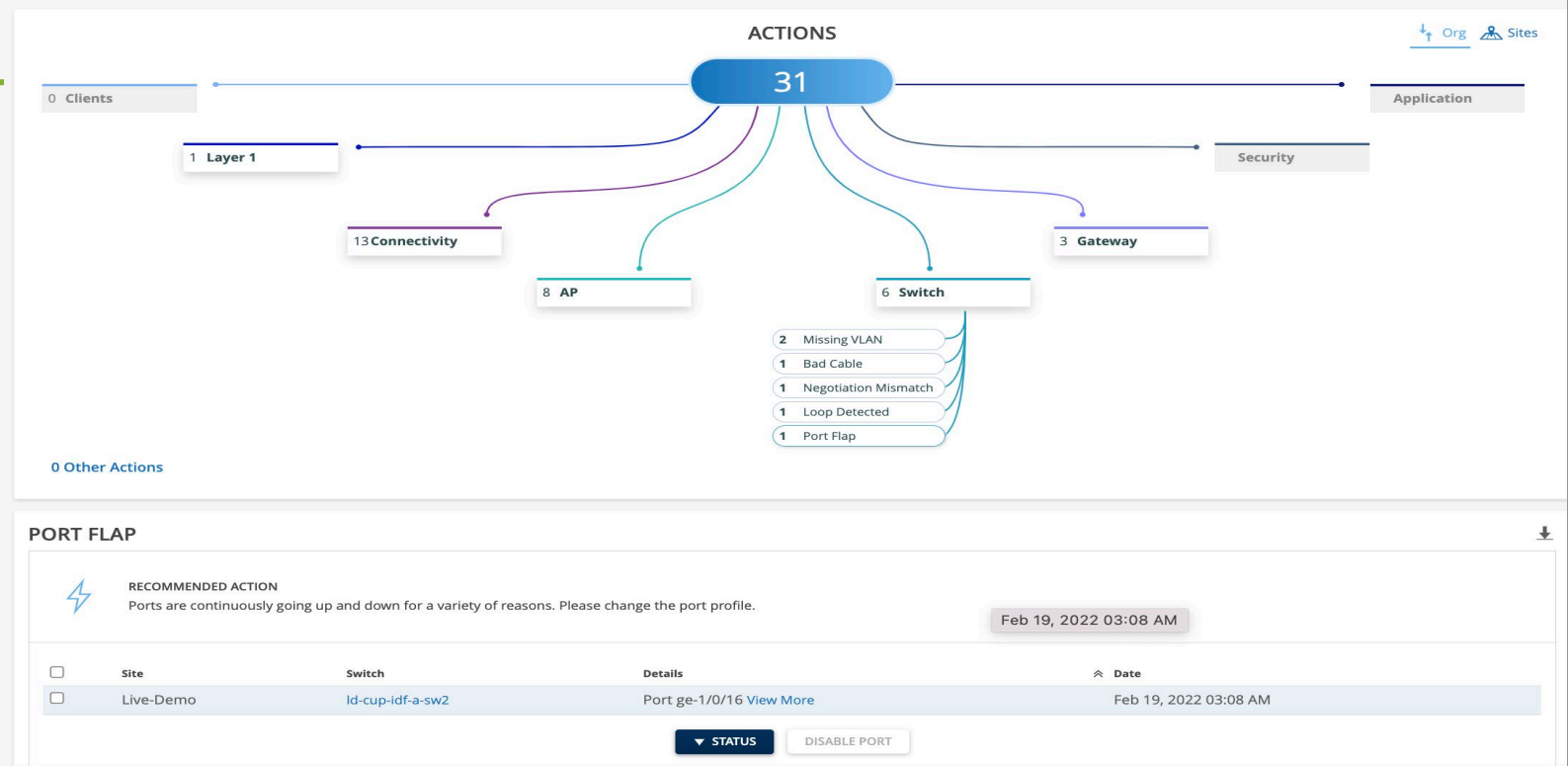
Delivers self-driving network

- Automatic actions

Driver Assist mode to recommend actions

- Track upgrades
- Fix misconfigured ports/VLANs
- Identify bad cables
- Find L2 loops
- Coverage hole detection
- DHCP/ARP/DNS anomaly failure detection
- Detailed root cause analysis made available
- Detection of bad WAN uplink

MARVIS



Enhanced AI-driven Operations & Support

Marvis - Virtual Network Assistant (VNA)

The optional Marvis conversational interface applies Natural Language Programming (NLP) to transform how IT teams interact with the network, while streamlining operations and boosting user experiences.



Marvis Actions

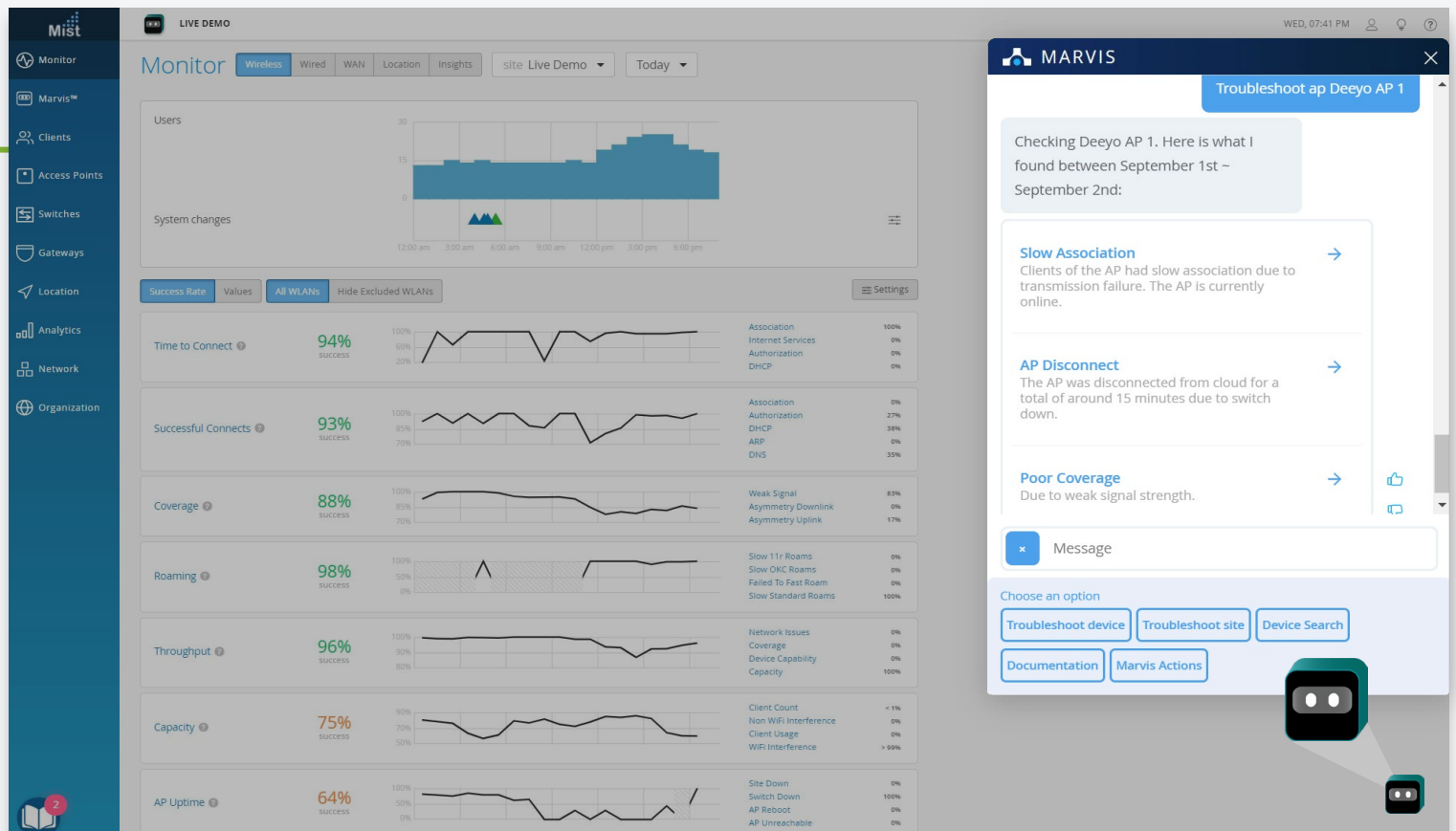
Conversational AI interface

Streamlines operations and boosting user experiences

Uses chat Natural Language Programming (NLP) to transform how IT interacts with the network

Provides deep understanding of issues

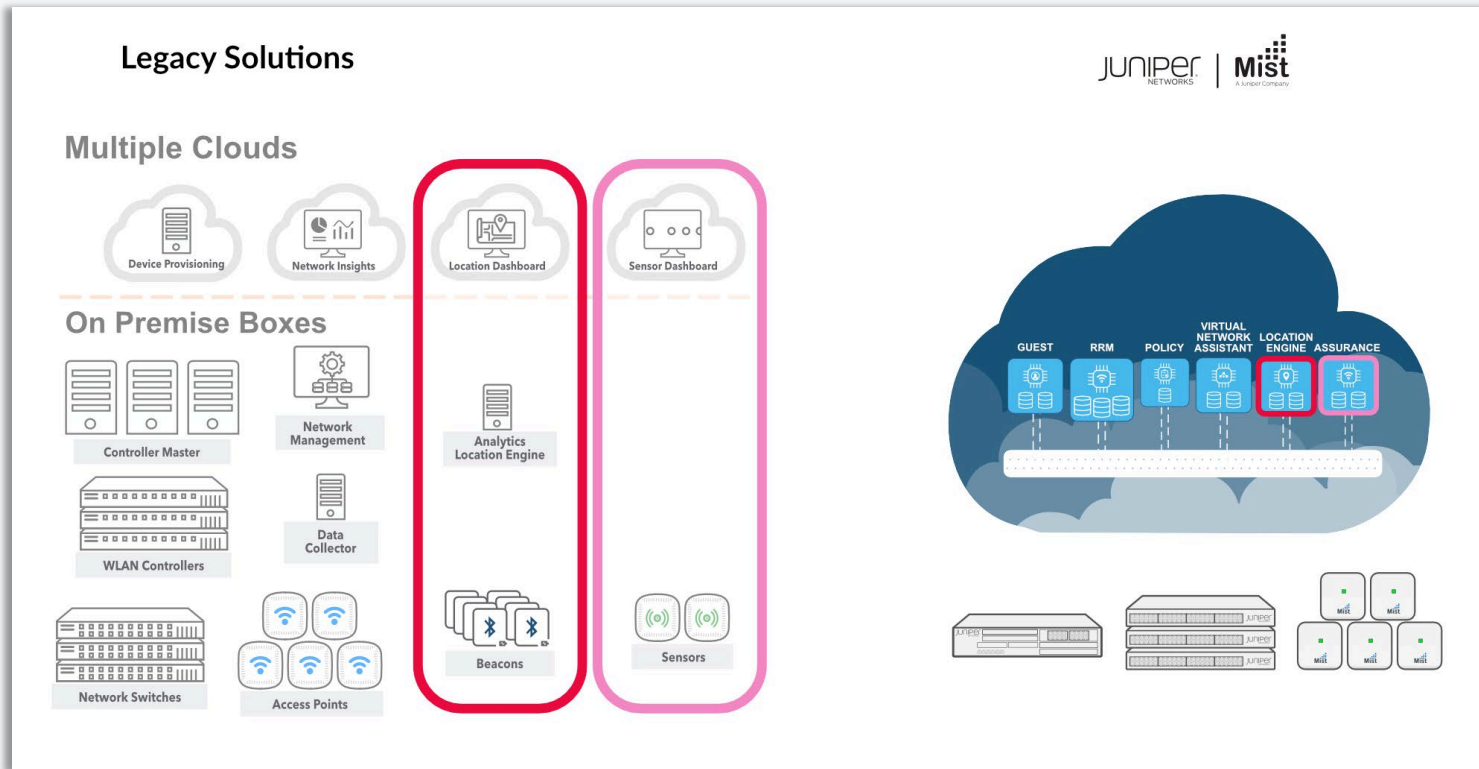
Like adding Apple's Siri or Google's Assistant to your network!



Micro-services Cloud architecture

Micro-services Cloud architecture

Provides a **more secure, scalable, redundant, innovative & agile platform**. Provides the ability to **eliminate the need for maintenance windows** related to wireless upgrades. Has **no dependency on a monolithic codebase** in which all software parts are interconnected needing lots of regression testing and complicated upgrades. No need to upgrade both the cloud and AP's at once.



August 25 2022 Updates

Simplified Operations Client Onboarding Workflow WiFi Client onboarding is made easy with the addition of PSK Portals. The Client Onboarding feature allows network administrators to create a user-facing landing page, or BYOD PSK Portal, for pre-approved wireless users to self-service their own WiFi passphrase. The Client Onboarding configuration allows creating a BYOD PSK Portal that...

August 4th 2022 Updates

Simplified Operations Streaming PCAP (AP Wired/Wireless) - BETA This week we are introducing an improved mechanism for manual packet captures, where packets are live streamed into UI for realtime analysis. Once the PCAP is completed, a full PCAP file will be generated which can be downloaded and opened in a packet analysis tool such as...

July 21st 2022 Updates

Simplified Operations 'Config Templates' Renamed to 'WLAN Templates' As we continue to evolve our full stack capabilities, some nomenclatures are being updated to be domain specific. This week - we made that change for "Configuration Templates" renamed as WLAN Templates. These can still be found in the same place on our UI (Organization > WLAN...

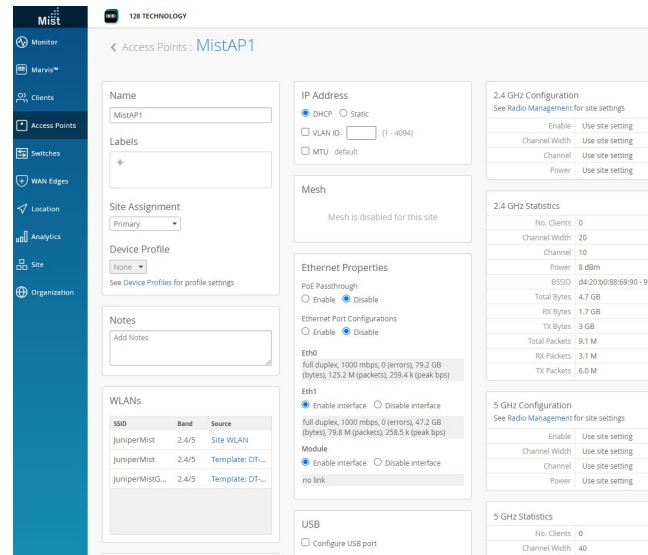


Easiest Day 0, 1, 2 Operations in the Industry



A

Scan and claim your devices to deploy industry leading Wired, Wireless, and WAN access



B

Apply policy/config via templates and remotely pushout updates from the Mist portal



C

Deliver best-in-class connectivity throughout all your enterprise locations

Digital Engagement with Virtual BLE (vBLE)



Using technology to make a difference – *Finding items*

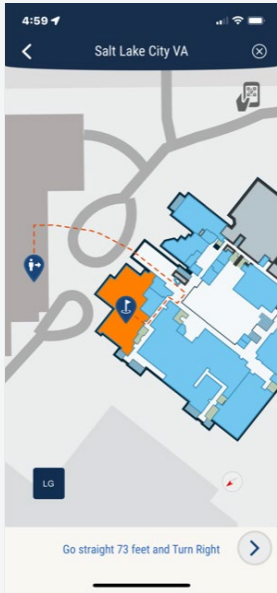
Use cases like “**Finding items**” can be quickly, accurately (1-3m) and cost-effectively introduced. Efficiently find people (patients or staff) or items like wheelchairs, infusion pumps or beds. Temperature monitoring to prevent having to discard medications and make sure the refrigerators and freezers work as expected for regulatory and financial reasons.



“A nurse spends around 15-30 minutes per shift searching for equipment, causing great loss due to non-productive work. Around \$9.5k per nurse per year. Numbers are increasing with nurse shortages.”



“If a freezer containing 1.000 doses is left open and the vaccine spoils, it’s a loss of around \$17K. If a refrigerator containing 100 pints of blood is left open, it’s a loss of around \$14K.”



Digital transformation starts with the network

The Juniper-Mist promise (Etienne from Wentzo – Brabantzorg usecase)



Fastest rollout



Fewest tickets



Best business outcomes

Automated, no mistakes

- Compatible with Cisco brackets
- Zero touch provisioning
- Fewer templates, more flexibility
- Automated IoT onboarding

Better network operations

- Fewer tickets and less site visits
- Fastest Mean Time To Resolve (MTTR) and self healing
- AI Driven operations, proactive support and root-cause analysis
- Easy integration with 3rd parties like ServiceNow

Platform for digital innovation

- Measure and metric user experience
- Digital customer/guest/staff engagement
- Integrated location services
- The right architecture for growth and agility

AI & Machine Learning for....



...Visibility and Measurable Results on User Experience

JUNIPER
driven by **Mist AI**

Ready and Available now!

Enhance the Experience

WITH JUNIPER NETWORKS AI-DRIVEN ENTERPRISE

- Industry leading Wired, Wireless, and SD-WAN with the easiest Day 0, 1, 2 operations
- AI-driven insights to ensure each branch network is optimized to deliver the best experience for employees, customers, and operators
 - For enhancement of SaaS applications, cloud traffic
 - For Mobile traffic
 - Guest Wi-Fi
 - For IoT
- Indoor Location Services to elevate brand loyalty and deliver key enterprise insights
- Driven by Experience and delivered by Juniper Networks — trusted network vendor since 1996

GLOBAL REACH

10,400 + **120** + **500** + **24/7 AVAILABILITY**
EMPLOYEES LOCATIONS COUNTRIES TO ADDRESS ALL CUSTOMER NEEDS

777,000 LBS
OF CARBON EMISSIONS SPARED IN 2020

1ST COMPANY
TO PACKAGE WITH 100% RECYCLED OBP

96%
Reduction in
trouble tickets

The Only Leader
of Both Gartner
Magic Quadrants

A LEADER

Wired & Wireless LAN
Access Infrastructure
—
Indoor Location Services

Gartner®

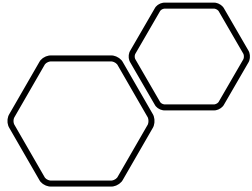
2021
MAGIC QUADRANT

A low-angle, upward-looking photograph of several modern skyscrapers with glass facades. The sky is blue with scattered white clouds. A large, semi-transparent green rectangular area is overlaid on the right side of the image, serving as a background for the text.

Thank you

JUNIPER[®]
NETWORKS

Driven by
Experience[™]



Elke dag zo
fijn mogelijk!



Brabant



Zorg



BrabantZorg in cijfers



5.799

Medewerkers



11.002

Unieke cliënten



351

Studenten



3.375

Vrijwilligers



33

Locaties



2373

Woningen



2.000+
accesspoints
vervangen



6.000+
gemiddelde
actieve devices
verbonden



Vele tientallen
gelijktijdige Voice
gesprekken



Innoveren met
BLE assets

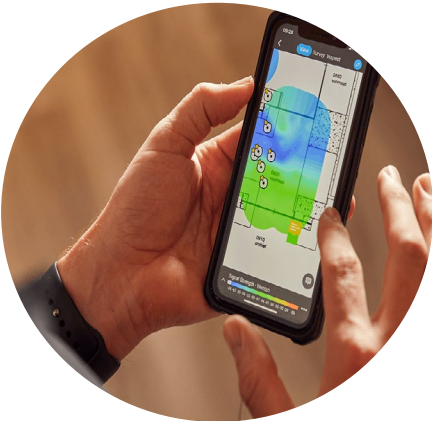
De uitdaging....



- Bestaande Cisco mounts hergebruikt
- Minder overlast tijdens migratie
- Lage CO2 footprint door hergebruik



- Mist installation app, direct de juiste configuratie voor het AP
- Documentatie wordt realtime aangevuld



- Mist Coverage Hole detection
- 1 op 1 vervanging
- Weinig locatiebezoeken benodigd



- Snelle root-cause analyse
- Ontbrekende VLANs op switchpoorten
- Slechte kabelconnecties
- L2 loops
- Firmware versie checks

Het resultaat!

- Geruisloze uitrol
- Aanzienlijke verlaging aantal tickets
- Optimaal regie voeren
- Merkbare verbeteringen in voice roaming
- Geen achterlopende firmwareversies meer

Next steps...

Innovatie:

- POC met Asset Tracking

