

Improved Mean Time to Identify (MTTI)

REDUCE HELP DESK CALLS

Real-time issue alert and analysis

Runs 30K+ network tests everyday

Lower maintenance costs

MINIMISE TROUBLESHOOTING TIME

## Aruba UXI

AI-powered network insight to improve wired and wireless network performance by proactively monitoring, troubleshooting and addressing application issues...

**Because seamless user experiences are everything**

Detect and prioritise issues faster

Allows web app workflow testing prior to deployments

Ensure critical applications are working

AVOID REVENUE LOSS

Improved Mean Time to Resolve (MTTR)

IMPROVE USER EXPERIENCE

With **70% of IT teams time being spent on troubleshooting network issues**, they get no time for strategic projects<sup>3</sup>, Ingram Micro can help you fix this

68%

of employees experience late starts of online meetings

Due to an unstable network, resulting in 3 hours/week of lost productivity<sup>1</sup>

48%

of instore retail customers are dissatisfied

Due to inconsistency with their online retail experiences, leading to loss of customer loyalty<sup>2</sup>

**\$4000**

Per day productivity loss\*

Due to poor performance of critical applications like MS Office on your network

\*businesses with up to 200 employees

<sup>1</sup>http://contentz.mk3416.com/lp/38068/360499/Ovum\_Collaboration%202020Report%20Final.pdf

<sup>2</sup>https://www.marh.com/en-gb/resources/press-releases/2017/03/20/four-in-five-consumers-frustrated-inconsistent-retail

<sup>3</sup>Gartner Identifies 5 Network Cost Optimisation Opportunities, press release, June 2019

## Happy usersIncreased productivityGreater profits

Experiencing an increase in help desk requests?

Experiencing delays in critical task delivery?

Experiencing a negative effect to employee productivity?

Experiencing a steep increase in network maintenance costs?

24x7 proactive testing of network and applications with automatic support ticket creation

Intuitive dashboard with real time AI-powered insights

Easy triage and validation of network changes

Machine learning to set a baseline network performance and problem thresholds

Fewer help desk calls  
= Better end user experience

Detailed performance metrics  
= Absolute network visibility

Faster troubleshooting and fixes  
= Improved MTTI & MTTR

Reduced alert fatigue  
= Better utilisation of IT resources

## Why Customers love UXI

AI-powered dashboard visualising the user experience

- User experience insight summary**  
At-a-glance understanding of how the network is performing
- Application testing**  
Trend and visualisation of mission critical app performance

- Recently launched UXI features**  
Latest features & steps activated directly from the dashboard
- Help centre**  
Access a huge resource library of help articles & 24/7 live chat

## See why everyone loves UXI

AI-powered dashboard visualising the user experience

[WATCH VIDEO](#)



## Supporting your networking journey

In a post covid world where IT teams are expected to manage hybrid workforces and a multitude of devices, end users expect networks to perform seamlessly, no matter where they are.

Ingram Micro is your go-to Partner to help you learn about latest network technology innovations and understand where selling opportunities lie.

We're here to support you with everything from training, presales support to configuration services, and even add complimentary vendor solutions, all to help you win deals.

Understand why monitoring the end user digital network experience benefits Customers and is a profitable opportunity for Partners.

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## More reasons why everyone loves UXI

### Aruba UXI sensors

- Simple zero touch deployment plan
- Linux-based client device provisioned via PoE
- Wall outlet powered with no cable pulls required
- Easy to install
- Perfect for high density locations

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### Aruba UXI agent for a range of Zebra devices

- Detailed insights into roaming performance and voice calls quality
- Understand the root cause of issues affecting roaming and SIP calls
- Pinpoint the exact location of the issues using 802.11mc
- Continuously performs testing of network and application performance
- Gain visibility with UXI hardware sensors

Find out how a UXI agent deployed on Zebra devices continuously monitor the network and provides detailed insight into roaming and voice call quality.

[ARUBA & ZEBRA](#)

### UXI compliments Aruba Central

- Provides network performance insights
- Help IT teams keep tabs on SLAs and XLAs
- Rapidly address network performance issues
- Robust security for wired and Wi-Fi that scales
- Unified cloud management and visibility through a single pane-of-glass
- AI-powered intelligent automation for proactive issue resolution

[FIND OUT MORE](#)

## Resources to help turn that frown upside down

### Why an optimized user experience on your network is indispensable

Poor network and application performance lead to...

Find out how Aruba UXI continually looks for issues from an end users perspective. Help IT teams test and monitor wired and wireless network, troubleshoot issues, simplify network management and planning, and keep tabs on application and device performance.

[DOWNLOAD INFOGRAPHIC](#)

### ARUBA USER EXPERIENCE INSIGHT

Aruba User Experience Insight (UXI) is a cloud-based solution that provides real-time insights into network performance and user experience. It helps IT teams understand the root cause of issues affecting network performance and user experience, and provides actionable insights to improve network performance and user experience.

[DOWNLOAD DATA SHEET](#)

### Aruba User Experience Insight

An AI powered solution to improve end user experience on your network.

Explore how Aruba access switches provide the performance, security, and simplicity that customers need. They are ideal for branch offices, mid-market enterprises, and SMB networks.

[DOWNLOAD BROCHURE](#)

Ingram Micro. Global Reach. Local Touch.

Networking represents a profitable opportunity for our Partners, to accelerate their HPE & Aruba business and grow long-term revenue

### Solution Architecture

We work with a range of Vendors and Partners to coordinate the development of technology solutions that solve real world problems.

### Sales Enablement

Our enablement program is focused on Partners who understand rapidly growing opportunities and are ready to get started on the HPE journey.

### Technical Support

We'll work with your sales and technical teams to understand the technology, identify opportunities and guide you through the first deployments.

### Business Intelligence-as-a-Service

We're continually onboarding technology Partners to help extract and get better value from data collected by our networking team.

### Build, Deploy, Maintain & Support

By working closely with our deployment Partners, we aim to provide the latest networking knowledge and expertise.

### Marketing Enablement

As well as our 1:1 enablement program, our internal marketing agency can support with white labelled collateral, webinars, case studies, campaigns and more.

### Cloud Services

Our cloud teams can offer a range of support around cloud infrastructure and services for any given networking use case.

### Financing

Our partners can leverage Ingram Micro's established financing capabilities to provide any technology solution, helping turn CAPEX to OPEX costs for customers.

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