

[ At-A-Glance ]

# SEVONE ENTERPRISE WI-FI MONITORING SOLUTION:

The days of “best effort” for enterprise Wi-Fi networks are ending. With Wi-Fi technologies like 802.11ac providing higher bandwidth speeds, combined with user dependency on their Wi-Fi enabled laptops, tablets and smartphones, enterprise operations and engineering teams are challenged to deliver the same level of service as legacy wired Ethernet ports to thousands of simultaneous connected Wi-Fi devices across an enterprise campus.

The SevOne Enterprise Wi-Fi Monitoring Solution 1.5 provides complete Wi-Fi infrastructure visibility enabling enterprise operations and engineering teams to ensure user experience from the wireless device into the wireless infrastructure, and through the campus network to the datacenter and cloud-based services and applications.



## INTUITIVE.

Intuitive dashboards depict both your enterprise Wi-Fi and campus network status historically and in real-time

## PROACTIVE.

Proactive identification of Wi-Fi performance-affecting behaviors, coverage and capacity

## AUTOMATED.

Automated insight into service quality of your wireless and wired infrastructure

## HOW CAN SEVONE HELP WITH ENTERPRISE WI-FI MONITORING?

As enterprise users become more dependent on Wi-Fi as their primary mode of enterprise network access, network operations and engineering teams are challenged to deliver a level of service consistent with the legacy wired Ethernet network. As they manage this transition, these teams face a series of pain points:

- **Not meeting expectations on critical business services across the wireless and wired infrastructure**
- **Inability to understand historical per user quality across one or multiple access points**
- **No access to historical wireless access point load and signal quality data**
- **Difficulty understanding the current administrative and operational status of access points**
- **Unable to report on rouge access points**
- **Inability to identify reasons for service delivery outages**
- **Unable to prove the level of service that is being delivered**
- **Lack of confidence in their ability to support the wireless needs of their enterprise**
- **Increased duration of and number of outages**
- **Negative financial and brand impact**
- **Resources re-prioritized from projects to fire-fighting**
- **Degraded and/or inconsistent Wi-Fi service delivery**

To address these issues, the SevOne Enterprise Wi-Fi Monitoring Solution enables:

- **Automated insight into service quality from wireless devices to the datacenter and cloud-based services and applications**
- **Confidence to deploy a Wi-Fi “First” type initiative**
- **Proactive identification of Wi-Fi performance-affecting behaviors, coverage and capacity**
- **Operational insights into Wi-Fi events that trigger performance, capacity and coverage affecting behaviors**
- **Troubleshooting and maintaining Wi-Fi service levels**
- **Understanding what traffic was flowing through Wi-Fi interfaces at what time to identify how traffic behaviors impact users and applications**
- **Baseline user experience across your Wi-Fi and corporate network so you can immediately understand deviations from normal**
- **Per user visual trail with time-sequenced historical analysis across multiple service quality metrics**

## WHAT KEY PERFORMANCE INDICATORS MATTER AND WHY?

| WIRELESS COMPONENT            | KEY PERFORMANCE INDICATORS  |
|-------------------------------|---|
| Wi-Fi Client                  | <p><b>Wi-Fi Client List:</b> By device, manufacturer &amp; OS, radio type, channel &amp; AP association, current signal quality</p> <p><b>Logs:</b> Identify driver negotiation errors</p> <p><b>DNS/DHCP:</b> Service status and availability</p>  |
| Wireless Access Point (AP)    | <p><b>Antenna:</b> Per antenna channel performance: utilization, interference, physical and mac layer errors</p> <p><b>Connection Utilization:</b> Baseline access point utilization over a day, week, month</p> <p><b>PoE Connection:</b> Baseline wired PoE connection</p> <p><b>Channel Management:</b> Understand wireless baseline against full spectrum and channel design plan.</p> <p><b>SSID Management:</b> Understand how SSIDs are used, configured and optimized, including beacon time, data rates, low/unused legacy frequencies (802.11b)</p> <p><b>Power Levels:</b> Monitor, report and optimize power levels against physical coverage areas</p> |
| Wireless LAN Controller (WLC) | <p><b>WLC Network Egress/Ingress:</b> Baseline and alert on traffic on flow data, QoS and link utilization</p> <p><b>WLC/End Points:</b> Leverage flow data to know what end points are accessing the network and what QoS is being applied to what traffic types</p> <p><b>AP/End Point Health:</b> Analyze log data for visibility to AP and end point health</p>   |



## PROFESSIONAL SERVICES, SUPPORT AND TRAINING

SevOne offers a complete set of services to help your organization make the most of your Backhaul Compliance investment, including:

- **Implementation Services**  
Ensure your SevOne Solution is successfully implemented to meet your requirements
- **Post Implementation Services**  
Engage with SevOne Professional Services for the life cycle of your project with a range of Business and Platform Optimization Services
- **Custom Integration**  
Integration with your existing tools and solutions based on customer specific requirements
- **Gold and Platinum Maintenance**  
A full suite of services from eSupport, Software Updates, 7x24 Technical Customer Assistance, 10-Day New Device and Log Certifications and more
- **Customer Training**  
Increase your team's effectiveness and on-going success with customer training sessions led by SevOne experts

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