AI-powered UXI in retail

Diagnose network issues with speed and accuracy using AIOps

Introduction

Ongoing demand for network services

If you manage a network, you know there is constantly something that requires attention. The volume of oversight can be overwhelming with users connecting from various locations, applications running around the clock, and unpredictable network changes beyond your control. Furthermore, performance outages result in alerts and help desk calls making it difficult to manage network performance.

Challenge

Alert overload rarely turns into resolution

Alert fatigue typically stems from using multiple tools to monitor SLAs for LAN, WAN, and user-specific applications. As a result, you may miss crucial alerts, even those that require immediate attention. Customers report spending 15 to 25 percent of their day dealing with false positives and negatives, leading to a lack of confidence in alerts[1]. While adjusting thresholds can provide some relief, changing environments require IT to continually reassess these settings creating a taxing cycle that drains valuable resources.

Solution

AI-powered Incident Detection

To address alert overload, an easy way to monitor network and application performance along with an efficient way to group common alerts is needed. HPE Aruba Networking UXI offers simple-to-deploy sensors, synthetic tests, and an integrated machine learning feature called Incident Detection, helping to identify performance gaps that may have previously contributed to alert fatigue from common network issues. This enables you to expedite the recovery more effectively.

Rather than treating each issue as a new incident at a site, UXI Incident Detection analyses problems occurring across customer sites and groups them into common issues. These are displayed on the dashboard, along with root-cause analysis, enabling IT teams to troubleshoot help desk tickets quickly and efficiently.

Real-life example

Enabling a fast response at every store

Executives at a large retail chain recognized the importance of understanding the performance at each of their stores and acknowledged that digital tools could facilitate this. In the past, monitoring the responsiveness of the guest portal, point of sale system, and surveillance equipment posed challenges. Coupled with direct complaints from users, problem resolution was often delayed until issues escalated.

To address the increased network scope and overdue response to customer complaints, the IT team deployed HPE Aruba Networking UXI sensors in over 300 stores to remotely monitor and troubleshoot network and application performance. The goal was to capture intermittent issues and efficiently correlate common alerts across multiple sites.

[1] Continuitycentral.com: Security teams spend 25 percent of their time chasing false positives

UXI sensors functioned as a 24x7 remote technician, continuously testing the Wi-Fi, Wired and WAN performance along with specific services and applications. This capability allowed the IT team to monitor network performance SLAs, assess application performance, and proactively troubleshoot help desk complaints without the need for on-site visits.
UXI Incident Detection significantly reduced alert fatigue and expedited issue resolution by automatically corelating common issues across the customer environment, grouping them under a single incident and notifying the IT team with a root-cause analysis.

Additionally, the IT team leveraged UXI Incident Detection to identify and resolve an intermittent issue with point-of-sale devices. Connectivity failures and slow and occasional transaction failures were traced back to latency issues within the internet providers' network. UXI Incident Detection analyzed the unusual behavior, identified similar issues occurring across multiple sites, and consolidated hundreds of issues into a few key incidents.
This streamlined approach enabled the IT team to respond swiftly and spend significantly less time sorting the alerts. With these insights, the team also gained stronger negotiating power with their Internet provider, resulting in improved service at no additional cost.

Summary

Transforming IT operations with impactful results

HPE Aruba Networking AIOps delivered substantial reductions in both direct and indirect IT costs, increased network availability, and improved return on assets. These outcomes reflect our commitment to equipping customers with essential tools to deliver an exceptional user experience. The AI-powered Incident Detection functionality is built-in to the UXI and required no setup, enabling it to immediately identify real issues and save the business both time and money.

Hewlett Packard Enterprise

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