

Customer Experience Management services



Customer benefits

HPE Aruba Networking Customer Experience Management services enables customers to:

- Reduce operational risk
- Accelerate return on investment on HPE Aruba Networking technology
- Increase IT efficiencies and productivity working in conjunction with the designated HPE Aruba Networking Customer Success Manager (CSM) and capturing data from HPE Aruba Networking Service Manager

Customer experience is everything

Customer experience management often focuses on traditional touchpoints of product and people. For services organizations, effective customer experience management requires a different formula. They need to look beyond the “one size fits all” delivery model. Services are best tailored to each customer and their unique environment and business objectives — examples include reducing operational risk, accelerating payback of new programs, or improving operational efficiency.

HPE Services-Aruba Networking focuses on delivering “above and beyond” approaches to customer experience management. Recognizing that it is much more than providing a warm body, we look for ways to help our customers maximize the value of their investment in an HPE Aruba Networking solution — through optimization, compliance, and adoption.

For example, we address the need for data-driven decision making, implement workflow automation to reduce risk and increase efficiency, enable easy access to best practices, and so on. These outside-the-box experiences are important considerations when making a services engagement decision. We formalize these experiences with HPE Aruba Networking Customer Experience Management services.

HPE Aruba Networking Customer Experience Management focuses on providing continuous improvement for customers, helping to ensure that our networks run smoothly, meet day-to-day needs, and are built to anticipate future demands.

Through technology and people, this program is designed to:

- Facilitate automation of previously manual processes
- Define and achieve customer-specific KPIs
- Ensure effective actions are prioritized and carried out
- Continuously optimize and adopt new capabilities into the network

These services are included with HPE GreenLake for Networking subscription offerings and can also be ordered as a standalone service.

HPE Aruba Networking Global services ensures end user satisfaction

HPE Aruba Networking Customer Experience Management services embody the company’s “customer first, customer last” philosophy. This program is built on years of service engagement best practices and provides the following features and benefits:

| Feature | Benefit |
|---|---|
| Designated CSM throughout your subscription term | Your trusted HPE Aruba Networking advocate who understands what you need from HPE Aruba Networking technology and services — and the best way for you to get them |
| Life Cycle Management (see Figure 1 for table of contents of sample monthly report) | Proactive service focused on the life cycle events of the HPE Aruba Networking solution, including product and vulnerability advisories, release noted defects, and end of service announcement |
| HPE Aruba Networking best practices implementation | Align and correlate life cycle management events and Foundational Care cases to provide a monthly guidance for a secure and in compliance HPE Aruba Networking solution |

| |
|--------------------------------|
| Stakeholders |
| Inventory overview |
| Product advisories |
| Security advisories |
| Release noted defects |
| EOS/EOD |
| Foundational Care cases |
| Recommendations |

Figure 1. Monthly life cycle management report increases IT efficiencies and productivity by providing deployment information and recommendations that would otherwise require hours to compile.



Designated customer success manager

HPE Aruba Networking CSMs have a breadth of HPE Aruba Networking knowledge and project management skills to ensure your needs are met throughout the HPE Aruba Networking service engagement. Your designated CSM is your advocate and focal point for ongoing support throughout your subscription term, working in close tandem with your designated partner.

Following projects such as HPE Aruba Networking product deployment and onboarding to HPE Aruba Networking NaaS experience platform, described below, the CSM monitors reporting, alerts, and Technical Assistance Center (TAC) call progress, reports regularly (monthly, quarterly), and will bring in other HPE Aruba Networking subject matter experts (SMEs) as needed. For example, an SME might be consulted to address future plans for optimization and remediation to ensure HPE Aruba Networking best practices are followed.

Figures 2 and 3 provide sample pages from the monthly life cycle management report.

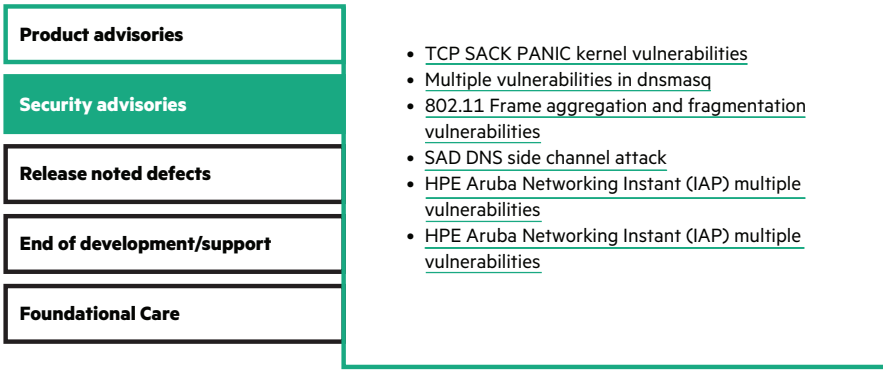


Figure 2. Sample monthly report of security advisories, critical to saving IT operations time while helping to ensure the most secure deployment possible.

| Advisory | Impact | Status |
|-----------------------------------|---|--------|
| Product advisory | No current change needed | ● |
| Security advisory | Upgrading to version 8.6.4.3 recommended to mitigate "name vulnerability" | ● |
| Foundational Care | We recommend upgrading to version 8.6.4.3 based on the current cases being managed by the Foundational Care team based on the analytics of the known software defect. | ● |
| End of support/end of development | No current change needed | ● |

● no change ● advisory ● change recommended

Figure 3. Sample monthly report of recommendations based on the life cycle information compiled on your HPE Aruba Networking technology deployment.



HPE Aruba Networking NaaS experience platform

Usage of the NaaS experience platform is a component of our service intelligence approach and provides a portal with valuable information and processes during your service engagement. Provide the following operational features in your service engagement:

- User and site onboarding
- Contextualized inventory collection and reporting
- Contextualized product advisories including End of Life, End of Support, End of Development, and Release Notes updates
- Contextualized security advisories
- Document repository

HPE Aruba Networking aims high

HPE Services-Aruba Networking prides itself on helping customers achieve the most value from their HPE Aruba Networking environment. Customer Experience Management services ensure this occurs through insights gained through analytics and a designated CSM. Plus, easy access to HPE Aruba Networking best practices ensures the highest levels of optimization, compliance, and adoption.

Watch the [demo](#) of the monthly life cycle management report presentation.

Learn more about HPE Services-Aruba Networking

arubanetworks.com/services/

Learn more about HPE GreenLake for Networking

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