

SOLUTIONS BRIEF



The enterprise workplace is going digital. From cloud-based applications to unified communications systems, enterprise access networks are now inundated with increasing volumes of client, application, network and WAN data. Analyzing this data to determine if users are having a good experience on the network, however, has become a massive issue for IT and network staff. If users can't connect, across any part of the network, or have a poor experience, productivity drops and business feels the impact. Voyance from Nyansa attacks this precise problem, giving IT staff unprecedented visibility in to and control over the performance of every client and IoT device connecting to the network. Voyance uniquely measures and correlates the data of every client network connection to determine where, when and why user network performance degrades. Is it Wi-Fi? A DNS or DHCP problem? Are applications not responding? Are WAN links over utilized? Voyance figures it all out, suggesting proactive remediation steps that can be taken to recover hours of lost client connectivity.

KEY ISSUES

- Mobile first workplace: expectation of an uninterrupted user experience on any device, any application, anywhere, any time
- Post-BYOD era: support IoT devices like smart TVs, tablets, and conference systems for real-time collaboration
- Users don't report problems; they simply expect consistently good service
- Comparing user experience performance across sites and distributed locations
- Ability to validate issues as user specific or network, site, or location specific

USE CASES

- Proactive versus Reactive IT operations improve user productivity
- When real-time and historical view into connectivity, application and network performance insights and metrics
- Performance of real-time media applications - Microsoft Skype for Business, Cisco UCM, Zoom, VDI
- Integration into ITSM systems like ServiceNow
- Justify network investment or changes with before/after comparisons
- Tag VIP clients and users for real-time and on-time support
- Ability to instrument problematic devices via client agent; also enables supporting remote workers

QUANTIFIABLE BENEFITS

- User productivity and timely problem remediation
- Single and complete data source for IT operations and across groups
- Quantify performance of IT service levels at each location
- Visibility into performance of headless IT systems (building cameras, smart TVs, etc.)
- Efficient Service Desk workflows to triage issues and efficient escalations

RETURN ON INVESTMENT & RESULTS

- 10-50% increase in production/operational efficiency
- 40-50% reduction in time to find and fix network issues
- 45-55% improvement in device and client productivity
- Ability to demonstrably improve top line revenue
- ROI validation of infrastructure changes and upgrades.

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GREATER EMPLOYEE PRODUCTIVITY

- By recovering lost hours of client connectivity due to network issues and with full-stack visibility into every device network transaction, user performance is maximized and employees are able to work without interruptions to vital network services.

ADOPTIVE + ADAPTIVE WORKPLACE

- Workplaces can implement the latest technologies with confidence that their network capabilities will adapt to meet changing needs, from monitoring trends in device and app usage as they happen in real-time to seeing the quantifiable results of network changes.

BETTER WI-FI STABILITY AND PERFORMANCE

- Quickly find and fix roaming issues, dropped connection and other Wi-Fi problems causing user service disruption. Wi-Fi performance is measured and analyzed across a variety of dimensions to pinpoint where problem are hiding. And proactive remediation suggestions help network staff stay ahead user issues.

SINGLE SOURCE OF TRUTH FOR NETWORK TEAMS

- All user performance, application health and network service behavior across the entire network are analyzed within Voyance so different network and IT teams are working from the same facts without costly and cumbersome manual data analysis or cross-stack correlation.

REPRESENTATIVE WORKPLACE DEPLOYMENTS



UBER



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CASE STUDY: Too many tools, too little time and no control over users' network experience.

The world's leading talent agency needed to get a tighter grip on user performance across their growing enterprise access network. Headquartered in Los Angeles, the business had global reach representing A-list celebrities, athletes and creatives worldwide.

The agency adopted new technologies to keep pace: all global locations had recently upgraded to 802.11ac Wi-Fi access points. Network and IT Teams were under pressure to quickly integrate the use of new digital technologies and cloud-based applications.

IT staff deployed an arsenal of tools such as Cisco Prime, Solar Winds, Live Action and others, to gain simple visibility into different parts of its infrastructure. Still, none of these tools gave them actionable insight into users' actual experience across the entire network.

THE BIG CHALLENGE

If user problems emerged, IT staff would dig deep into log data of different infrastructure systems, gather data, and cross-correlate the results to pinpoint problems - clearly, an untenable method.

IT staff wanted a more complete view of the entire network across the full stack to understand where, when, and why users and device might be having issues. The company requested that user network performance problems feed directly into their ServiceNow trouble ticketing system to speedily identify and remediate individual user and systemic client issues.

The ability to identify VIP users, such as CXOs, as well as business-critical devices so as to measure and track their performance was another key requirement. There was effectively no visibility into how client devices were interacting with the Wi-Fi network. In a single session, a client associated to the WLAN, then authenticated, assigned an IP address, resolved a URL, interacted with an application and even crossed the WAN with little oversight. There was simply no solution able to measure and correlate user performance across all these different dimensions.

Finally, the company also wanted to quantify and validate device performance before and after the move to 802.11ac.

ENTER VOYANCE FROM NYANSA

To solve these challenges, the organization chose to deploy a complete end-to-end network analytics solution designed to analyze every client network transaction, constantly figuring out and correlating device behavior, network service health, application response times and WAN link utilization to determine the culprit of any client performance problems. They needed a platform that would grow with their needs as more data sources traversed the network. One that didn't require server agents, software clients, any changes to the existing infrastructure or intrusive hardware.

The enterprise quickly settled on Voyance by Nyansa. Unlike vendor analytics solutions that only analyze a specific portion of the network, Voyance is a vendor-agnostic network analytics platform developed to improve user productivity by delivering rich insights into the user experience of any and every device on the network.

Because Voyance is a cloud-based SaaS solution, installation and deployment was quick and painless. In under one hour and requiring no network changes, software agents or client software, the system was up, running and providing insights into user network performance not previously available to IT staff.

THE BIG PAYOFF

With Voyance, the company was able to quickly solve a nagging issue they had experienced with users unable to connect in a specific location. Voyance identified poor RADIUS performance causing AAA rejects so users were unable to connect to the network and suggested next steps to fix the problem.

Voyance also gave the talent agency a true comparison, from real users data, of the difference their 802.11ac upgrade made to device performance. With a single, accurate source of network information available to IT staff, finding and fixing network issues was simplified.

Meanwhile Voyance was able to integrate directly into the Agency's ServiceNow system, automatically creating help desk tickets as incident and alerts surfaced. VIP group gave IT staff the ability to proactively keep a keen eye on important VIP users to ensure the best possible network experience for them. With Voyance, the agency has the tools to meet every step forward in the digital workplace.