

# RUCKUS<sup>®</sup> AI White Glove Service

Offered by RUCKUS Professional Services



## WHAT IS RUCKUS AI?

RUCKUS AI is a cloud service for network intelligence and assurance. Powered by artificial intelligence and machine learning, it simplifies life for IT by automatically classifying service incidents by severity, tracing root causes and recommending steps for remediation. The built-in RUCKUS AI Data Studio tool gives you maximum flexibility for ad hoc exploration of your entire warehouse of network data. It allows you to create a wide variety of data visualizations and build custom dashboards with a few clicks of a mouse.

## WHITE GLOVE SERVICE BENEFITS

- Best Practice deployment/configuration
- Help tailor reports for specific stakeholders—providing business insights
- Help understand which issues require higher priority attention, e.g. Wi-Fi, login access, etc.
- Demonstrate network SLAs are being met, and if not how to isolate and remediate issues
- Establish automatic incident notification
- Demonstrate how explore with the Data Studio tool

## MAXIMIZING INVESTMENTS

To help optimize technology investments, RUCKUS and its partners offer complete solutions for enterprise and education networks, including training, support, and Professional Services. For more information, contact a RUCKUS sales partner or visit: <https://partners.ruckuswireless.com/>.

For more information about RUCKUS Professional Services (RPS), contact your account manager, systems engineer, or visit <https://partners.ruckuswireless.com/Professional-Services>.

## RUCKUS AI WHITE GLOVE SERVICE

White Glove Service is a remote deployment assistance service to help configure RUCKUS AI and aid with the development of the methods and practices for monitoring and reporting that is unique to your network environment. An ideal solution for IT and operations teams that are new to RUCKUS AI and want to maximize the power of the RUCKUS AI tool in everyday operations. RUCKUS Professional Services White Glove Service helps you get to solving problems quickly and economically.

## EXPERT DEPLOYMENT ASSISTANCE

With White Glove Service, a RUCKUS AI product expert guides you through the onboarding process then employs proven methods developed and refined over the course of numerous successful sessions in a wide range of customer IT environments. Typical engagement will include, at a minimum:

**Initial Session:** Application review to ensure initial configuration is/will be accurate for the environment. Ensure firmware requirements are/were met. Review intake questionnaire (network design overview, IT policies, primary services, KPIs, IT hot issues, Identify RUCKUS AI devices for testing/POC, etc.).

**Remote Monitoring:** Over the following 2-4 weeks, the RUCKUS AI tool will be collecting data on your network. In that time span, the Professional Services expert will verify the data collection and will start preparing the talking points for your network reporting.

**Second & Subsequent Sessions:** During the next live session, the RUCKUS Professional Services AI expert will review built in reports, examine recommendations and examples of Data Explorer configuration and views, work with you to configure custom reports based on your needs, review any visible problems or otherwise notable trends (if any), Q&A.

Communication will be via conference call and online collaboration tools to ensure the necessary knowledge transfer as you deploy the product with confidence. RUCKUS helps you to employ a proven, structured approach to get the most utility out of RUCKUS AI. Deployment occurs in three broad phases: intake & planning, data collection and analysis, and real-time collaboration.

## ORDERING INFORMATION

SKU	Description
905-PRO1-RAWG01	Provides consultation for a single network, such as a large enterprise, sports venue, convention hall, or low complexity campus with a single SZ cluster/zone in the same country with a common operations team. 24 hours over 30-day period.
905-PRO1-RAWG02	Provides consultation for networks with multiple Zones and/or multiple SZ clusters (e.g., global enterprise or MDU properties) in different countries with a common operations team. 48 hours over 45-day period.
905-PRO1-RAWG03	Provides consultation for networks with multiple operations/IT teams in different time zones across different countries with different network types (i.e., office and warehouse, or office and manufacturing.) 72 hours over 60-day period.

## FIND OUT MORE

To inquire about the White Glove Service or to order a PS engagement please contact your RUCKUS Account Manager or Sales/System Engineer, or contact us through our Pro Services Portal at <https://partners.ruckuswireless.com/professional-services>.

[www.ruckusnetworks.com](http://www.ruckusnetworks.com)

Visit our website or contact your local RUCKUS representative for more information.

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