

A day in the life of a Network Administrator

Before and after CommScope RUCKUS network with RUCKUS Analytics

Meet Jim, a network administrator.

Jim's job is to keep the organization's wired and wireless network running smoothly; that means supporting the increasingly high expectations of users, especially as new devices and applications proliferate.

Until recently, Jim—like most network admins—used numerous tools, consoles and management systems to manage and troubleshoot the network. Then, he and his team migrated to a RUCKUS network from CommScope, including the RUCKUS Analytics cloud service. It works with their RUCKUS wired and wireless access network to provide unified network analytics and assurance. Now Jim can focus on what's important—take a look.



Before RUCKUS Analytics

Jim comes into the office and immediately starts reviewing the previous night's activities. Using multiple systems and five different monitors, he reviews logs, warnings, and alarms to search for any service-disrupting incidents and determine the health of the network.



After RUCKUS Analytics

Jim stops off at his favorite coffee shop before work. At the office, he catches up on emails and video-chats the kids good morning. Then Jim logs into the RUCKUS Analytics top-level dashboard to check the status of the network. Noticing a few issues, he drills down for more detail before starting his day.



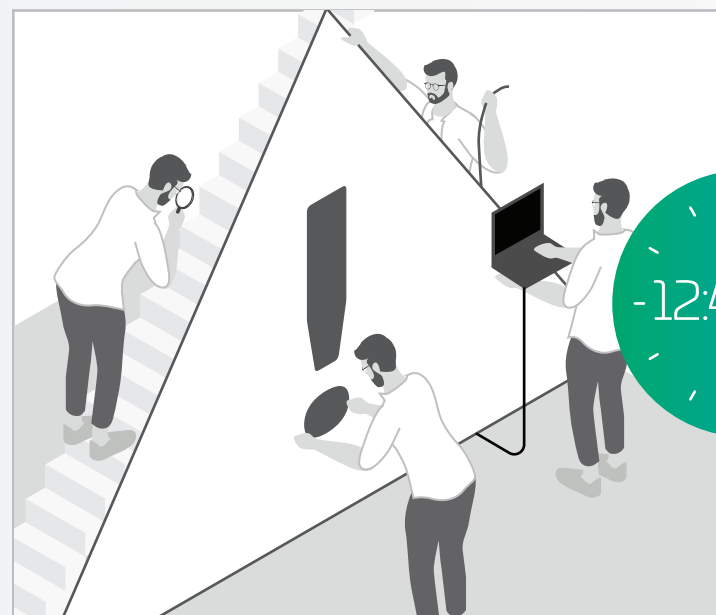
Before RUCKUS Analytics

Jim spends the next three hours playing detective, just to understand what incidents have occurred, how severe they are and how to troubleshoot them. He tries to piece it all together using helpdesk tickets, emails and phone calls.



After RUCKUS Analytics

Having already checked the incident analytics tab in RUCKUS Analytics for prioritized incidents, Jim has used the recommended remediation steps to resolve many before anyone notices. He's got some time now to work on that special project for the CIO.



Before RUCKUS Analytics

No time for lunch today. Jim has to reverse engineer every service issue, one-by-one, to determine the root cause. The process could take another couple of hours. He uses wireless capture programs, wired PCAP, and custom scripts to identify and fix various problems.



After RUCKUS Analytics

At lunch, Jim and his team unwind, talking sports and the latest binge-worthy TV. Back at the office, he makes good progress on the CIO's project, then checks his schedule. Quarterly reports are due by the end of the day.



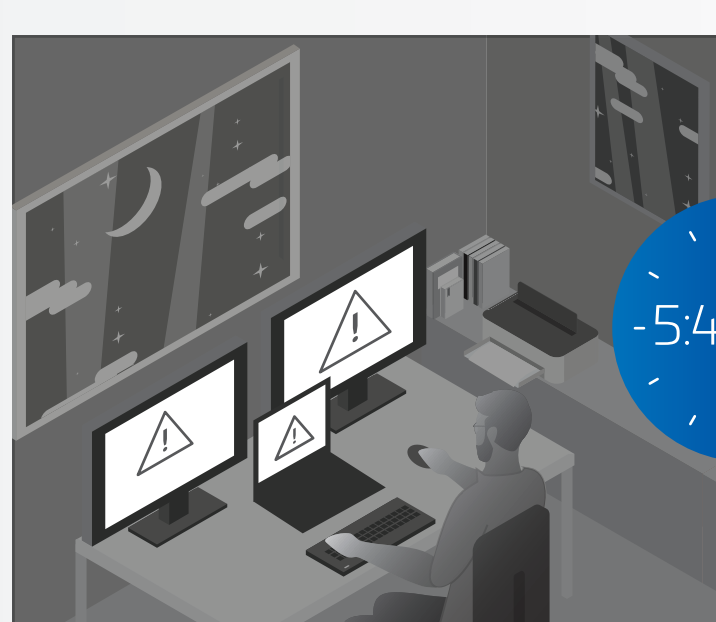
Before RUCKUS Analytics

Still playing catch-up, Jim has to cancel a vendor call on SLA metrics for his quarterly report. He spends the afternoon consolidating network data from various tools and combing through log files just to come up with something usable. He feels pretty confident about network uptime, but the rest are no more than best guesses.



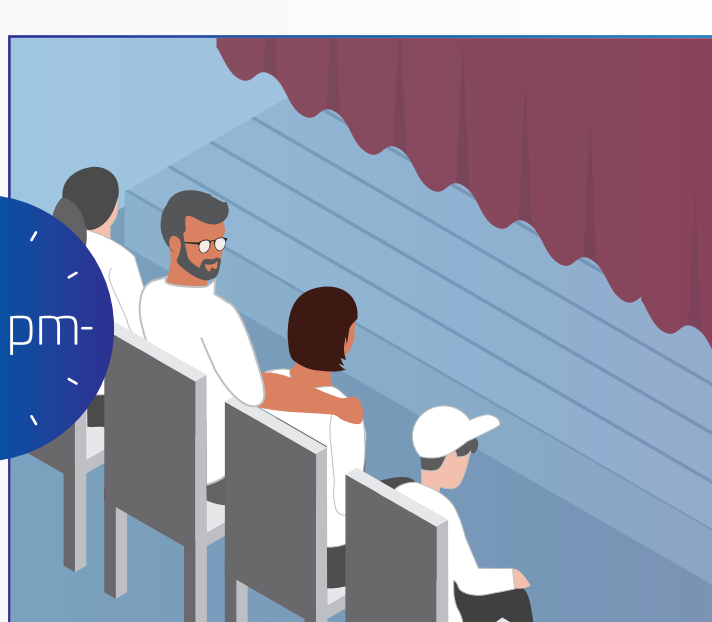
After RUCKUS Analytics

Jim logs onto RUCKUS Analytics. He starts with SLA metrics by checking the network health monitor module. All the info is there, automatically generated, including detailed metrics comparing network performance to pre-defined SLA thresholds he and the team have established. SLA performance is looking good. Helpdesk tickets and user complaints are way down, too.



Before RUCKUS Analytics

The SLA metrics are finally done. Next up, the network operations report. No shortage of data points, but they're in multiple databases—network traffic, connected devices, client throughput and more. Manually pulling it all together to get an accurate assessment of network operations is like herding squirrels. Jim calls his wife, "It's gonna be another late night." Someone just turned out the lights... again.



After RUCKUS Analytics

Jim left the office 20 minutes ago. Using the reporting and Data Explorer functions in RUCKUS Analytics, Jim was able to finish up his quarterly report with time to spare. He even threw in some never-before-seen application usage trends that are going to raise some eyebrows. But that doesn't matter right now. Jim sits next to his wife as they nervously wait together for their daughter's dance recital to start.

Ready for a network that's easier to see and manage?