Tailored support for mobile networks and Intelligent Space solutions
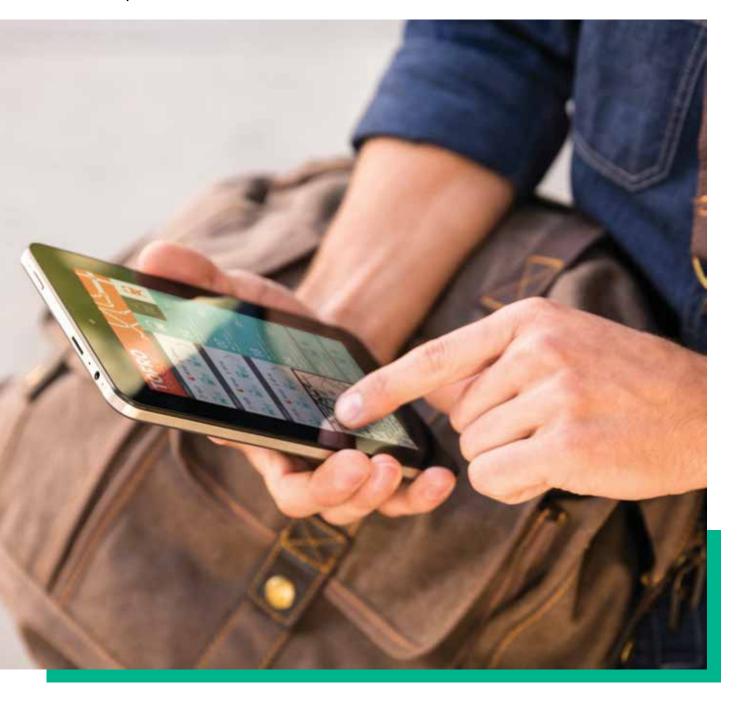
HPE Campus Care

New working paradigms create new challenges

The evolution of commerce from the high street to mobile devices has created tremendous opportunities for enterprises to connect better with their customers and drive business to a wider base than ever before. With this evolution comes a change in the workforce demographics and the increased flexibility to work outside the confines of a traditional office space. But mobility creates a challenge that is bigger than just extending the corporate voice and data network over the internet to the virtual worker's location—it demands providing employees enough agility and data access to keep them from straying off the network.

According to an IHS Technology survey, network downtime has the greatest impact on employees with an average of 48 percent of employees affected by network outages and the average potential revenue loss per single network service incident is $20,000 USD.[1]

With all these challenges at hand, when you invest in transforming your workplace, your focus is primarily on future trends in workplace technology. You are not just thinking about speeds and feeds along with density but also about how today's and tomorrow's applications will function in next-generation networks.

To support these new realities, your enterprise needs more than just networks and IT infrastructure—you need seamless connectivity that is cost-effective and operationally streamlined. You need networks that are capable of supporting greater traffic, being always available, and providing consistent performance whether users are at their desks or the mobile workspace. But there are associated challenges—managing multiple networking technologies in your business environment may limit your business growth and operational agility.

Comprehensive and personalized support for your mobile network and Intelligent Spaces

To address these issues, HPE Pointnext designed HPE Campus Care—a comprehensive support solution for your mobile networking environment. Built for enterprises that are transitioning from traditional networking technologies to new wired and wireless solutions, Campus Care helps such enterprises meet the need for business agility and the demands for a more mobile workforce. This support solution is centered on HPE Datacenter Care, and enhanced with specific network proactive services to help you reduce downtime and significantly reduce network outages. Campus Care leverages the principles of support for critical systems and applications within the data center and applies these principles to critical mobile network infrastructures.

In addition to an enhanced call experience with one number to call, assigned support team, and a direct access to experts in campus network service, Campus Care also offers additional proactive network-specific services to help you manage the operational challenges associated with your wired and wireless networking.

Campus Care offers tailored advice in areas such as guest policy configuration, software-defined networking (SDN) validation, wireless capacity analysis, and maintenance of optimum network health and performance. For Intelligent Spaces, Campus Care offers high density wireless expert advice with an enhanced wireless capacity analysis of the RF infrastructure, and a Managed services option. Campus Care can supplement knowledge gaps and provide guidance on best practices to manage critical wired and wireless campus environments and Intelligent Spaces.

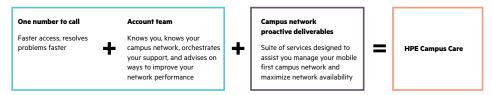# HPE Campus Care—tailored to mobile support

Figure 1. HPE Campus Care components

Campus Care not only resolves problems swiftly when they occur but can also help you avoid costly downtime and significantly increase the availability and connectivity of your mobile network assets. As an extension of your IT organization, a dedicated team continually works with you to understand your business and organizational goals and your mobile environment, resolve your issues promptly, provide guidance on operations and management best practices. Our support experience can help you realize a significant return on investment (ROI) on your HPE or Aruba mobile-first solutions while providing you the peace of mind—knowing you are working with a leader in wireless networking technology.

Campus Care offers a host of standard and optional features that can include:

- **Network health check:** A monthly or quarterly analysis of your network performance and utilization to ensure maximum availability and connectivity of the network, and unearth underlying issues or potential problems.

- **On-site network review:** An on-site review of your network to uncover potential issues and review basic network performance on an annual or biannual basis.

- **Wireless capacity analysis:** A remote review of wireless capacity and utilization to highlight potential signal strength issues and provide guidance on access point location or qualification.

- **SDN validation service:** A remote assessment of your SDN controller and application firmware and software versions against Hewlett Packard Enterprise and select third-party application vendor recommendations.

- **Guest policy configuration support:** Remote assistance for configuration changes in your wireless access policy.

- **Enhanced Wireless Capacity Analysis:** On-site review of the high density wireless coverage areas and utilization.
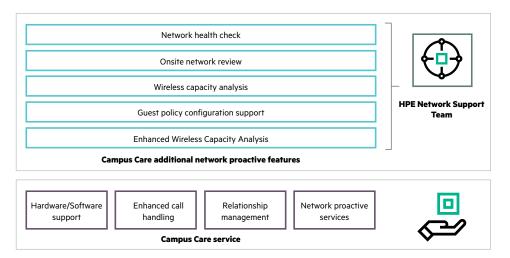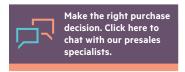

Figure 2. HPE Campus Care: Features

Figure 3. HPE Campus Care provides a range of benefits for your organization

Seven reasons to choose HPE for network support

1. Dedicated campus networking experts aligned to each customer

2. Multivendor networking technical expertise, providing a single point-of-contact for all of your network support needs

3. Proven solution with operational efficiency

4. Demonstrated expertise in complex virtualized network technologies

5. Network-specific proactive services

6. Knowledge base—experience accrued from thousands of global deployments

7. Enhanced call handling—direct access to campus networking experts for complex issue resolution

At Hewlett Packard Enterprise, we believe that the unique nature of each organization's existing mobile network environment precludes a one-size-fits-all support solution. Therefore, we designed the versatile Campus Care service—that can also be customized. As part of a comprehensive suite of support services developed by HPE Pointnext this solution addresses the unique support needs of campus mobile networks. HPE Campus Care integrates with all other HPE services aligned to the data center, cloud environment, and mobile productivity.

Delivering business value
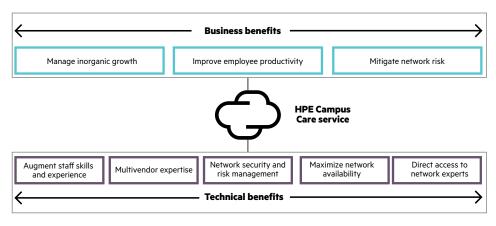
- **Geographical coverage**: Our proven processes and global presence provide the consistency you expect with service delivery, whether you are in one country or have offices throughout the world.

- **Inorganic growth management**: With mergers and acquisitions becoming the order of the day to shorten time-to-market, Campus Care can help in integrating different network environments to deliver a seamless experience to all stakeholders.

- **Improvement in employee productivity**: Campus Care enables a high-quality mobile experience for users regardless if they are working at a desk or virtual location.

- **Risk mitigation**: Through analysis of firmware and software patches or releases, Campus Care can help you mitigate risks and improve the security of your network assets by notifying you of potential threats and network profiling.

- **Time to value**: Increased agility for your business achieved through a more consistent network experience.

Learn more at
hpe.com/services/campuscare

Make the right purchase decision. Click here to chat with our presales specialists.

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