nile

Solutions Brief

Network Operations, Modernized

nilesecure.com

Introduction

With an increasing reliance on wireless connectivity and unified communications, IT organizations are being asked to handle more tasks than ever to keep things running efficiently. Updating, managing, and securing an enterprise network delivers an ever-increasing management and operational burden on IT resources that could be better spent on strategic technology initiatives. Manual operations and workflows no longer suffice to tackle the digital chaos that the latest generation of cloud applications and IoT edge infrastructure bring.

The headaches start with the procurement, deployment, and consistent optimization of product-centric legacy networks. Navigating through many generations of vendor SKUs, product models, software capabilities with hardware dependencies, maintenance and support cycles and more has made it significantly time-consuming and resource intensive.

Aging infrastructure with different end-of-life (EOL) timelines across many product lines, scarce IT resources across multiple locations, and budget limitations for capital expense often make it difficult to deliver a service level experience that meets everyone's expectations.

Unfortunately, this model has become the status quo. The operation of a network has evolved to where there is a significant dependence on very senior network and security professionals, expensive capital outlays, long lead times, and complex integration projects. With that in mind, we often hear about significant time wasted in troubleshooting network issues.

The reactive nature of it all turns out to be the biggest challenge for the majority of IT leaders and professionals – i.e., not being aware of network related issues until they are reported, significantly impacting digital initiatives and the user experience.

> "Skilled IT labor is going to continue to be difficult to find in the future, so CIOs more than ever are going to have to look at opportunities for their staff to upskill."
>
> **Matt Deneroff**
> VP of Technology Talent Solutions
> at Robert Half

Enter Nile.

To solve these challenges, Nile's Access Service automates ITs lifecycle management tasks starting from Day -1 to Day N for the next-gen Nile wired and wireless access network. The network is designed and deployed with high efficiency, full stack integration products and services coupled with end-to-end automation. This allows IT organizations to meet the demands of their stakeholders for digital modernization, while offloading manual IT operations tasks.

The resulting Nile Access Service includes a comprehensive set of AI-powered applications and services designed to deliver the best IT operator and end user experience possible. Our unique approach eliminates the need for the 10+ traditional hardware and software configuration, monitoring, and troubleshooting tools that IT teams are accustomed to using on a daily basis today. The goal is to eliminate the era of siloed tools and swivel chair operations.

By leveraging Nile throughout the lifecycle of operating a network, IT leaders can transform their organizations from one designed to service critical digital initiatives at a rapid pace to one that helps drive strategic initiatives. With Nile, IT leaders avoid the risks associated with continuing to do everything the old-fashioned way.

The following describes where and how lifecycle management, Nile's unique technology drastically improves operational efficiency for IT teams.

Planning and procurement simplified

This early phase of putting together a network typically involves days of research, meetings, and tons of planning - from aligning stakeholder needs to new technology and then designing the network properly to ensure the best user experience possible. For some, this is a 2-3 months process if lucky, or longer depending on the size of the organization, available IT resources and if everything goes according to plan.

Nile assists in every step of the way when planning a new install or a refresh of an existing wireless and wired LAN. We work with IT teams from a site survey to the automatic creation of a BOM using AI to ensure that nothing is missed. There is no need to spend hours finding the right organization to help as we partner with the best service delivery providers in the business to tackle the challenge.

Deployment and activation services included

Network deployment is a critical IT process that often determines the success of a project, and can directly influence overall business objectives. Depending on the size of the organization and number of locations, this step can take from weeks to months due to travel, the use of internal and/or external resources, and a variety of other factors.

Nile provided installers utilize an AI-powered installation app that accelerates the bring-up time while also providing necessary ceiling, rack, and floor plan information for RF coverage and future troubleshooting use. The next step requires the customer's IT organization to define the Service Area where the Nile Access Service is being deployed, as well as DHCP and authentication services, wireless SSIDs, and L3 network segments that enable zero trust isolation of all connected devices.

Automation built into Nile's service handles much of the traditional configuration tasks, allowing for IT teams to move at the speed of their digital transformation roadmap.

Maintenance and troubleshooting automated

Wired and Wi-Fi connectivity and performance issues severely impact user experiences, productivity, and the bottom line. Which leads to troubleshooting being a common task that IT must continuously face. This is an often overlooked aspect, significantly impacting the entire organization as IT teams can spend over 55% of their time chasing problems versus working on activities that provide a higher ROI beyond troubleshooting.

This status quo is transformed into an automated system of care as maintenance is part of the Nile Access Service. Nile's customer success and support engineering teams offload IT operations by automatically monitoring a Nile network for thousands of data points in order to detect and prevent potential issues from occurring in the first place. Automated software upgrades, hardware RMAs, and the coordination of on-site problem resolution are also an included lifecycle management feature.

Conclusion

As the complexity of digital infrastructure at campus and branch locations continue to increase, Nile enables IT organizations to automate the operation of their enterprise networks and realize considerable TCO savings and strong ROI. IT leaders now have the option to utilize AI-powered applications from Nile and completely automate the lifecycle management of their network infrastructure. The wealth of network expertise that Nile offers enables them to focus on strategic initiatives, enhancing business objectives and improving the user experience.

Visit us at nilesecure.com to unlock the full potential of your organization - without the traditional constraints of legacy network operations.

"

"The deployment of our Nile network was amazing – quick, simple and easy. The whole experience was hugely positive. In fact, the head of procurement said they wished all of our vendors were as easy to do business with as Nile."

Marcus Chan
IT Operations Manager, Clari

nile

hello@nilesecure.com | **nilesecure**.com