

AI E MACHINE LEARNING: COME GESTIRE LA DIGITALIZZAZIONE

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JUNIPER
NETWORKS

Driven by
Experience™

CONDIZIONI

Conferenza GARR 2022
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Digital Transformation Goal



It's not good enough for the network to just be up.



A key to providing high-level experience is having visibility, analytics and insights into the customer experience. Without knowing there is a problem in the network, there is not way to fix it.



Once an anomaly in experience is detected, the platform should aid in determining root cause and path to resolution. The platform should offer proactive insights to optimize experiences



Provide High-Quality Experience for End Users

Complexity hinders User Experience

Complexity Drivers

More users,
devices and
endpoints
on the network

High-Bandwidth
apps

Expectation for
apps/devices to
perform well
when roaming
across multiple
transport
networks

Increased
adoption of real-
time apps (e.g.
video/VoIP)

Hybrid
workforce

Results of Complexity

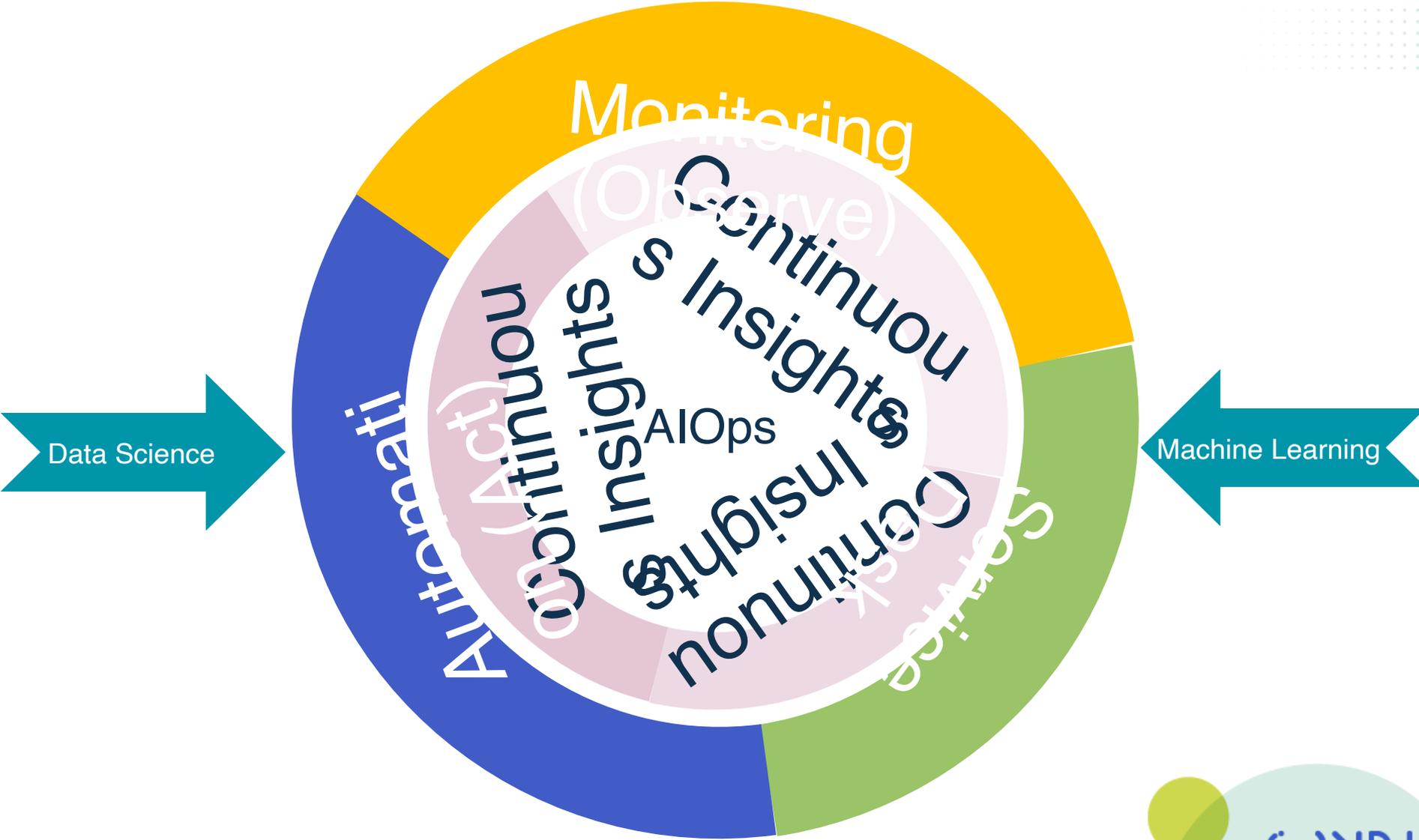
Increased treat
risk due to the
number of entry
points

Inefficient
connectivity

IT O&M
overload

Poor Customer
Experience

AI for IT operations

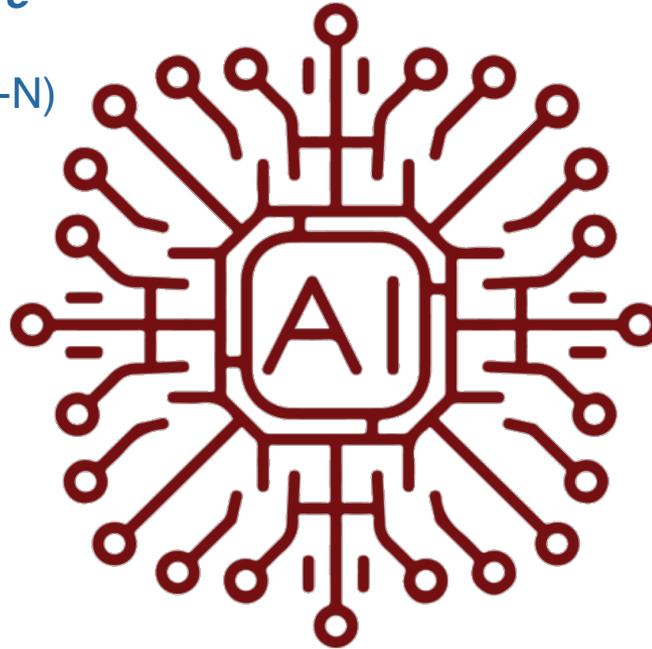


AI-powered Management and Operation: Why?

AI-based tools **enable more scalable and efficient automation** (Day-0 to Day-N)

AIOps can scale the NetOps team to support a growing number of services

AI tool learn normal network behaviour and automatically alert users when anomalous activities are detected.



AI system **provide guided remediation to reduce MTTR**

The use of AI-enabled natural language understanding **allows system to become a trusted member of NetOps.**

AI can **notify customers proactively when issues are detected** to expedite resolution.

Juniper Networks AI journey

From (high quality) data to Virtual Network Assistant



Data



AI Primitives
Event
Timeline



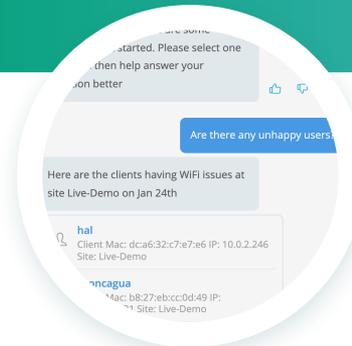
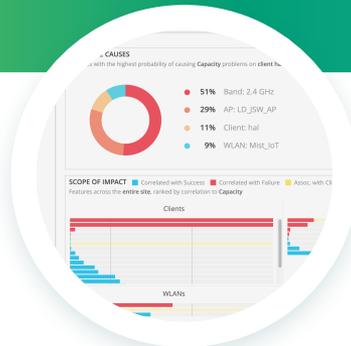
Data
Science
Toolbox



Conversational
Assistant

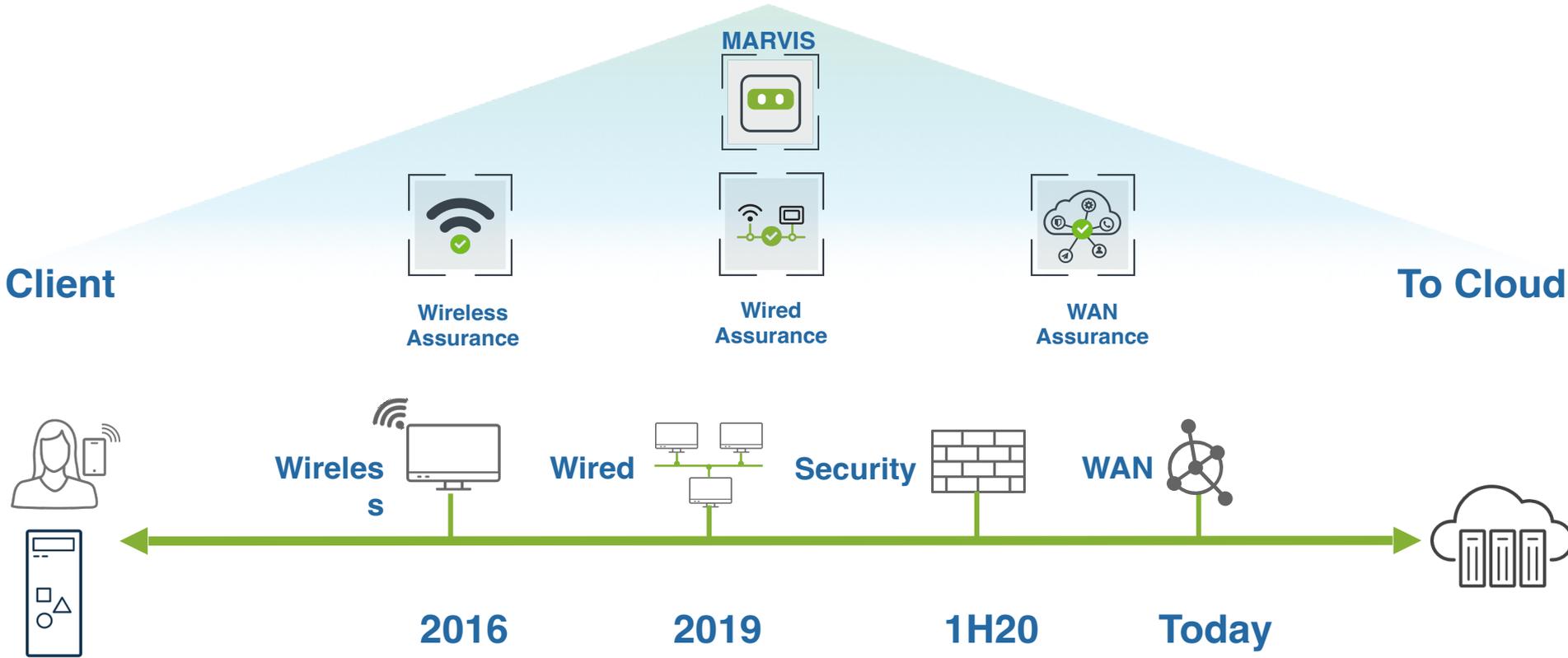


Self-Driving
Action
Framework



High-Quality Experience for End Users

Client to Cloud Automation and Insight





“...Marvis saved us massive amounts of time troubleshooting”



“...since Marvis, escalated tickets are down by factor of 10”



“...over 90% reduction in user opened support tickets”



“...it’s like we woke up from a dream, watching Mist roll out”



“...85% reduced site visits”

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