RUCKUS One

AI-driven converged network assurance, service delivery and business intelligence platform

RUCKUS One

- Unified converged network management
- Intent-driven networking through IntentAI™
- Gen AI Network Onboarding Assistant
- Secure network access and policy management
- Service catalog

RUCKUS One is an AI-driven network assurance and business intelligence platform that enables you to easily manage a converged multi-access public and private enterprise network, make better business decisions, and deliver exceptional user experiences. With flexible subscription, flexible deployment models, RUCKUS One enables you to deploy future-proof networks simply, reliably, securely and at cloud-scale.

UNIFIED CONVERGED NETWORK MANAGEMENT

RUCKUS One takes the complexity out of deploying and managing your multi-access public and private enterprise network. (Wi-Fi and wired). Intuitive, intent-based workflows enable expedited provisioning, management, and control of multiple access networks across multiple sites via a single pane of glass. Configure once, deploy everywhere model makes it simple and intuitive to provision and manage your network with speed and accuracy. Native mobile app lets you provision, manage, and monitor the whole network from Purpose-driven Service Assurance Platform.

Purpose-driven Service Assurance Platform

RUCKUS delivers purpose-driven networks, and RUCKUS One delivers on that promise by providing a range of capabilities across key industry verticals, focusing on meeting the needs of those industries. Whether it's managing special capabilities, like guest experience for Hospitality or identity management tailored to Education, RUCKUS One delivers the features that matter most for your business.

Autonomous Networking with IntentAI

RUCKUS IntentAI is a network management framework focused on automation of functional objectives and goals, approved by the user, and delivered through an easy and intuitive interface. Each feature, or intent, presents binary choice with corresponding outcomes. The intents are explained in simple language, along with the potential tradeoffs for each. Once the user executes an intent, RUCKUS' AI engine takes over and manages the action for as long as it remains active. IntentAI learns the desired network behaviors and focuses on maintaining the optimal configuration to continuously meet required key performance indicators.

Benefits of IntentAI include significant simplification of the day-to-day network management through more powerful AIOps, and explainable AI (XAI) in simple-to-understand language and interaction. Furthermore, IntentAI focuses on learning the desired behaviors of the

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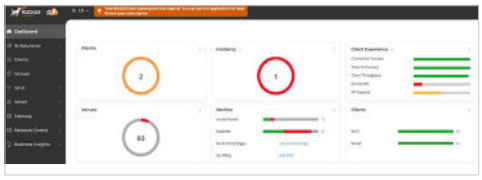


Figure 1

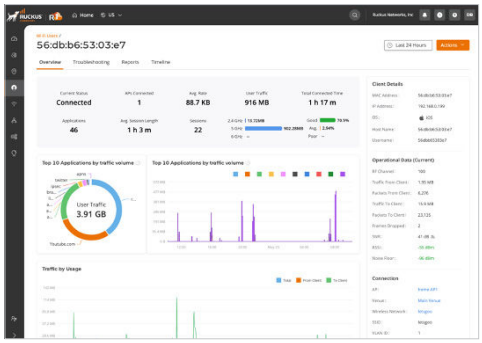
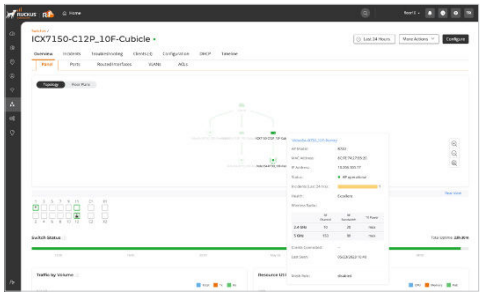


Figure 2

Figure 3



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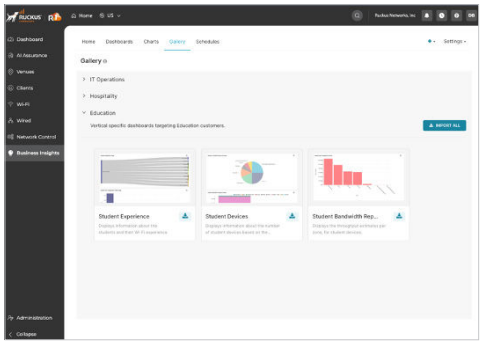

Figure 5

network and tailoring the actions to maintain those behaviors. With IntentAI, RUCKUS moves further toward autonomous network assurance, freeing up human resources and lowering operational costs.

AI-driven Network Assurance

RUCKUS AI monitors the network for service-affecting issues around the clock! Once an incident is identified, RUCKUS AI prioritizes the incident based on its impact to the network. It then offers corrective actions to remediate the fault. The service lowers both Mean-Time-to-Identification (MTTI) and Mean-Time-to-Recover (MTTR), saving time on troubleshooting and minimizing expensive network outages.

EXCEPTIONAL END USER EXPERIENCES

RUCKUS access points are known for high Wi-Fi performance in the most challenging network environments. The low-latency, non-blocking architecture of multigigabit RUCKUS ICX switches ensures excellent throughput for the most demanding applications. RUCKUS One lets you address the end user experience challenge from both angles: Industry-leading Wi-Fi APs and multigigabit ICX switches give you a rock-solid foundation, machine learning and AI take care of the rest.

RUCKUS ONE HIGHLIGHTS

HIGH PERFORMANCE Wi-Fi 7 (802.11be) and Wi-Fi 6(e) (802.11ax) APs

- Patented BeamFlex® and ChannelFly® technologies in RUCKUS APs deliver better performance in challenging RF environments (high interference)
- AI-driven Radio Resource Management (RRM) to minimize co-channel interference
- Superior capacity and coverage than competitive solutions (30% to 50% more clients supported per AP) lower total cost of ownership
- Automatic client load balancing and band balancing ensure QoS for all clients
- Full support for WPA2 & WPA3, including OWE and OWE Transition mode
- Heterogenous AP firmware management
- SmartMesh, enabled with a click on the RUCKUS One UI, reduces cabling and installation costs

SIMPLE, SECURE AND SCALABLE FIXED FORM-FACTOR RUCKUS SWITCHES

- Zero-touch deployment and configuration
- Configuration templates
- Upgradable, flexible architecture
- Industry-leading price/performance
- Unique stacking capabilities simplify management
- Switch stacking creation and management
- Multigigabit, high capacity power over ethernet switching enables next generation wireless deployment

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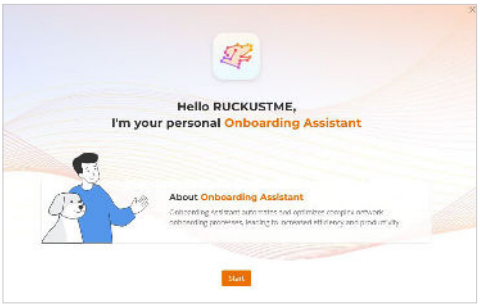

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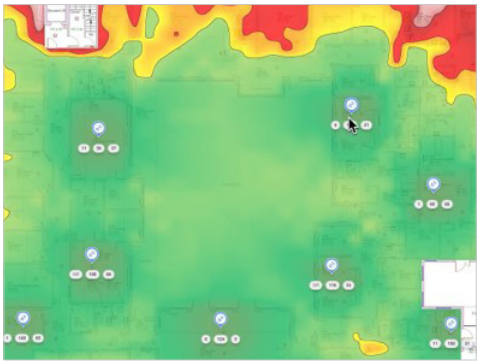

Figure 7

Figure 8

CLOUD-NATIVE MICROSERVICES ARCHITECTURE

- Modern microservices architecture-based, event-driven RUCKUS One delivers superior scalability, availability, and better response times.
- Loosely coupled architecture enables rapid deployment and shorter release cycles thereby resulting in faster delivery of new features.
- Early access to new features available upon request!

BUILT-IN SERVICE CATALOG

A built-in service catalog featuring services from RUCKUS Networks enables IT to easily extend the platform at the click of a button. This service catalog will feature a variety of services such as:

- Network services
- Security
- Configuration Profiles
- Third-party services

INTEGRATED SECURE NETWORK ACCESS AND POLICY MANAGEMENT

- Secure network access for every user, every device, on any network.
- Workflow-driven support for BYOD, guest, and IT-owned devices—including headless and IoT devices.
- Robust security policy engine with visibility and control over devices on the network
- Hybrid deployment model at the edge to ensure more bandwidth, lower latency, higher fault tolerance, flexible deployment & runtime model, tighter security, and lower cost.
- Flexible enrollment management to create highly customized device onboarding experiences for your network
- Simplified AI Onboarding Assistant using Gen-AI to assist in creating new networks

Open APIs for third-party integrations

With a complete set of RESTful APIs, IT can automate repetitive network management tasks, deploy solutions programmatically, and build custom dashboards to easily meet the needs of key stakeholders. Open APIs also enable the customer to easily integrate RUCKUS One with external solutions to deploy bespoke/custom multi-vendor solutions.

As an example, RUCKUS supports both Ekahau & Hamina RF planning tools

TIERED SUBSCRIPTION LICENSING MODEL

RUCKUS One delivers a flexible subscription model with tiered subscription levels – Essentials and Professional – that enable customers to adopt features aligned with their business needs. RUCKUS One Essentials comes with everything needed to operate an optimized, scalable network efficiently and effectively. RUCKUS One Professional includes all the great features from Essentials and uplevels the platform with AI Assurance, longer term trend analysis and data retention, and easy to understand AI recommendations that

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make deploying and operating a world class network a breeze. Additional features will continuously be incorporated at both the Essentials and Professional levels, combining capabilities from across the RUCKUS portfolio into a single platform. Additional benefits of RUCKUS subscriptions include:

- 100% device agnostic
- Streamlined SKU management by reducing the number of SKUs required
- In-cloud activations
- Licensing Compliance
- Licensing management tools for MSPs

INTUITIVE UI AND INTENT-BASED WORKFLOWS

- Single-pane-of-glass web UI provides centralized visibility and network control across multiple venues and deployed technologies
- Real-time and historical client information, network health and network usage trends at a glance
- Intuitive UI makes management easy for administrators, reducing dependence on specialized IT
- Wizard-guided, intent-based workflows save time on everyday tasks

REDUCED UNPLANNED DOWNTIME

- AI-enabled detection and prioritization of complex network issues without IT intervention
- ML-powered network intelligence enables troubleshooting with speed and precision
- End-to-end client to AP to switch visibility and trace routing enable IT to quickly detect and react to potential user experience degradation
- Instant notification of network status via SMS, mobile app push notification, or email

EASY, FLEXIBLE GUEST AND EMPLOYEE NETWORK SETUP

- Self-help or sponsored guest WLANs
- Customized, branded captive portal for guests
- Guest captive portal can be customized in 20+ languages
- Integration with RUCKUS validated third-party captive portal solutions
- Multiple options to secure guest networks: Social login, SMS, email, click-through, passcode
- Secure access using WPA2-PSK, WPA2-Enterprise, WPA3-SAE, WPA3-Enterprise, DPSK/DPSK3, Cloudpath or 802.1X with AAA

NATIVE MOBILE APP

- Provision and manage networks using the RUCKUS One mobile app
- Push notifications to alert you of network issues or changes
- Scan network device barcodes with your camera to register devices
- Set up and configure new employee and guest networks
- Customize captive portal messages and images on the go

BUSINESS INSIGHTS REPORTING AND ANALYTICS

- Industry specific KPI reports and customizable dashboards via Data Studio
- Extensive report options, including traffic reports (by venue, AP, switch, SSID, radio), application visibility and unique clients
- Up to 12 months of stored data to support long-term trending analysis

AUTOMATIC SERVICE VALIDATION

- Automatically validate service levels without the need for overlay sensors.
- Access points act as virtual clients to identify possible service disruptions, often before they affect users. The system can perform a variety of tests, including:
  - WLAN, LAN and WAN connectivity
  - EAP, RADIUS, DHCP and DNS
  - Ping, traceroute and speed test (upload/download)

NETWORK HEALTH MONITORING

- The service automatically monitors network health providing a high-level summary view.
- Delivers metrics in specific health categories: connection, performance and infrastructure.
- Provides instant visibility into metrics like AP
- service uptime, time to connect, connection success rate, client throughput and more.
- Define your own SLAs and measure against them.

POWERFUL CLIENT TROUBLESHOOTING

With simple and flexible search and a holistic client troubleshooting page, RUCKUS One gives you a complete picture of client experience for easy connectivity and user experience diagnostics, including:

- Successful, slow and failed connections
- Disconnect events
- Roaming events and failed roams

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- Connection quality (RSSI, MCS, client throughput)
- Network incidents affecting users, with links to see incident

Details:
Client troubleshooting is a powerful tool that helps you understand and address issues affecting specific clients on the network.

CUSTOMIZED FEATURES FOR SPECIFIC VERTICAL MARKETS

- **Hospitality Industry**
  - Supporting franchise business models with Brand 360 capabilities
  - Customized UI with Industry-centric language & brand awareness
  - Flexible licensing model to support brand owners
  - Configuration templates to support brand's multi-site deployments and maintain consistent configurations & compliance
  - RBAC for property owners & delegation
- **Service Providers**
  - Extensive support for Managed Service Providers (MSPs)
  - Flexible management of license pools
  - Cloud-scale deployment provides lower OpEx and rapid response to changes in demand
  - Technology stack meeting the needs of service providers
  - Integration of third-party RF surveying & debugging tools
  - Soft GRE & GRE-IP stack support
- **Multi-family Dwelling Units (MDUs)**
  - Flexible MSP model to support REITs, service providers, and associated properties under management
  - Configuration templates to enforce security & compliance across properties
  - Property management & unit assignments integrated with the resident contract
  - RUCKUS Edge supporting personalized experiences and seamless connectivity across entire property (e.g. pool, gym, residence, etc.)
  - Identity-based adaptive policy for security enforcement
- **Education**
  - Personalized networks using RUCKUS Edge (e.g. PIN, SD-LAN, etc.)
  - Native support for identity management (e.g. students, teachers, etc.)
  - Property management for areas such as dormitories (automated network onboarding for residents)
  - Onboarding workflows with customized identity-based device enrollments
  - Certificate Authority & templates for device enrollment (e.g. SCEP, Chromebooks, etc.)

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ADDITIONAL FEATURES AND SPECIFICATIONS

High Performance Networking	• RUCKUS One supports a wide range of indoor, outdoor, and specialty RUCKUS Access Points • RUCKUS One supports high speed, low latency ICX switching from wiring closet to core	• Easy-to-configure, secure and reliable mesh networking
IntentAI	• Equiflex: Reduced management traffic through AI-managed probe responses • AI-Driven Radio Resource Management: RF channel planning & management to reduce interference	• AIOps: AI-managed standard daily network operations & management
Switch management	• Management via API, CLI, or RUCKUS One UI	• Automatically detect member switch addition, removal and replacement
Network devices supported	• See https://www.ruckusnetworks.com/cloud-supported-network-devices for a list of supported devices • Wi-Fi 5, 6(e), and 7 APs, indoor & outdoor	• ICX 7xxx and 8200 Series switches • Requires FastIron ICX 8.0.90d or later
AI-Driven Network Assurance and Analytics	• AI Network Recommendations • Configuration Change Analysis • Video Call QoE	• Automated Service Assurance and Validation • Network Health and KPI management • Client Health and Connectivity Troubleshooting
Service Catalog	• Easily deploy services across multiple venues with service catalog • RUCKUS services include: captive portal, DPSK, DHCP, syslog, SD-LAN, etc.	• Future expansion includes delivery of 3rd party services • MSP Services, such Guest and Resident Portals
Zero-touch device provisioning	• Zero-touch AP provisioning and bulk addition • Zero-touch switch deployment • Scheduled, automatic firmware updates	• Per venue AP firmware control • Per switch/switch stack firmware control
Security, Policies and Profiles	• Dynamic Pre-shared Key (DPSK): Automatically generate and provision DPSKs at scale • DPSK supports MAC binding or unbound configuration – Up to 50 MAC addresses bound to a single DPSK – Unlimited MAC Addresses supported with unbound DPSK	• Onboarding workflow management • Hotspot 2.0 • Open Roaming support • SIEM & XDR support via Webhooks • LDAP, SAML, Active Directory
Native Mobile App	• Easily scan to onboard APs and Switches • Simple provisioning of common tasks for network devices • Remotely monitor network and client status	• Remotely troubleshoot and test network connectivity • Create and share Guest Passes and DPSKs with QR Code support
Troubleshooting	• Client connectivity diagnostics • Granular event logs by device, client, network, or location	• Realtime streaming packet capture • Remote ping and traceroute
Reporting and Data Studio	• Prebuilt reporting included for venues, network devices, clients, applications, networks, etc.	• Custom reporting and dashboards available via Data Studio
Rich API capabilities	• Easily manage and deploy networks at scale using RESTful APIs • Automate common or complex tasks. All UI features supported via API.	• RF tools integration with Hamina and Ekahau • Full API documentation available in app • Postman and Python collections available via github
Partner Delegation for VAR support	• Easily delegate management support to Authorized RUCKUS Reseller	
Privacy and Data Protection	• All Client traffic is switched locally. Only control and management traffic is sent to RUCKUS One. • All control traffic to/from RUCKUS One is encrypted in transit. • All data stored in RUCKUS One is encrypted at rest.	• RUCKUS One leverages role based access for administrative privileges. • Multi-factor authentication for administrative privilege is supported.

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ADDITIONAL FEATURES AND SPECIFICATIONS

<table>
<tr><td>Cloud Datacenter</td><td colspan="2">• Service hosted in North America, Europe, and Asia on world-class IaaS provider infrastructure
• Hosting Facility has acquired:
– ISO27001 certification
– SSAE-16, SOC-1, SOC-2, SOC-3 certifications
– Stringent physical, data and data disposal security measures
– Green carbon neutral facilities
– Dedicated inter DC fiber connectivity</td></tr>
<tr><td>SLA</td><td colspan="2">99.9% network availability does not include planned maintenance, including periodic software upgrades and other pre-announced activities</td></tr>
<tr><td>Technical Support</td><td colspan="2">• Easy access to RUCKUS One support 24x7 via chat/online/phone support
• RUCKUS One support for Access Points included with SKU
• RUCKUS One support for Switch requires additional support SKU purchase
• ICX switches have limited lifetime warranty, except for extended temp. switches
• AP hardware warranty is covered separately with AP purchase (refer to AP datasheet)</td></tr>
<tr><td rowspan="15">RUCKUS One SKUs</td><td colspan="2">RUCKUS One licenses owned by End Customers</td></tr>
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RUCKUS One Subscription Tiers

RUCKUS One Essentials

Includes all functions and features to configure, operate and manage the network, including basic troubleshooting support.
Also includes reporting and data retention up to 1 month.

RUCKUS One Professional

Includes everything from Essentials and adds advanced AI features, including advanced analytics and assurance.
Extends data retention to 12 months.
For more information go to: RUCKUS One Subscription Tiers

A PARTNER AND PLATFORM FOR THE FUTURE

RUCKUS One is our platform for innovation—with planned support of breakthrough multi-access public and private network assurance and continued advances in management automation. Our open architecture also allows us to integrate a wide variety of complementary third-party services that enhance the value of your network and provide greater user insight. We're working on every level—on the ground and in the cloud—to support your business initiatives.

About RUCKUS Networks

RUCKUS Networks builds and delivers purpose-driven networks that perform in the demanding environments of the industries we serve. Together with our network of trusted go-to-market partners, we empower our customers to deliver exceptional experiences to the guests, students, residents, citizens and employees who count on them.

www.ruckusnetworks.com

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

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