

Cloudpath Enrollment System White Glove Service

Offered by RUCKUS Professional Services



WHAT IS CLOUDPATH ENROLLMENT SYSTEM?

Cloudpath is software/SaaS that delivers secure network access for BYOD, guest users and IT-owned devices. Users connect their devices to the wired/wireless network quickly and easily, with intuitive self-service workflows. IT sees a dramatic decline in trouble tickets related to network access. The system employs multiple safeguards to address the security flaws inherent to default methods for network onboarding and authentication, increasing security for users, devices, data and the network.

WHITE GLOVE SERVICE BENEFITS

- Accelerates Cloudpath Enrollment System deployment timeline
- Ensures an optimal product deployment for your network environment
- Reduces costs associated with product deployment

MAXIMIZING INVESTMENTS

To help optimize technology investments, RUCKUS and its partners offer complete solutions for enterprise and education networks, including training, support, and professional services. For more information, contact a RUCKUS sales partner or visit: <https://partners.ruckuswireless.com/>.

For more information about RUCKUS Professional Services (RPS), contact your account manager or systems engineer.

RUCKUS CLOUDPATH ENROLLMENT SYSTEM WHITE GLOVE SERVICE

White Glove Service is a remote deployment assistance service to help you install and configure the Cloudpath Enrollment System, the RUCKUS software/SaaS platform for secure network onboarding. It's ideal for IT teams that want to maximize efficiency in rolling out Cloudpath features for their users. It lets your organization reduce costs associated with product deployment and accelerate the deployment timeline. Expert assistance from the RUCKUS technical team helps to ensure an optimal deployment for your environment.

EXPERT DEPLOYMENT ASSISTANCE

With White Glove Service, a RUCKUS solution architect that is a Cloudpath product expert guides you through the deployment process. The architect helps you apply proven methods developed and refined over the course of numerous successful product deployments in a wide range of customer IT environments.

You communicate via conference call and online collaboration tools to ensure the necessary knowledge transfer as you deploy the product with confidence. RUCKUS helps you to employ a proven, structured approach to optimize the product for your environment. Deployment occurs in three broad phases: deployment planning, product configuration and integration, and post-configuration.

PHASES OF A SUCCESSFUL CLOUDPATH DEPLOYMENT



RUCKUS guides you through deploying Cloudpath software/SaaS based upon a proven, structured approach that is designed to ensure a successful deployment.

PHASE ONE: DEPLOYMENT PLANNING

In the deployment planning phase, RUCKUS walks you through the deployment process and provides you with a pre-deployment checklist. We also remotely help you deploy the Cloudpath product in your cloud/hosted system or your own virtual environment.

We create administrator accounts with the level of access in the system that you designate, depending upon the individual's role in the organization. We help to configure Cloudpath to communicate with the user database, such as Active Directory, LDAP, RADIUS and other supported platforms.

RUCKUS helps set up the initial workflows for internal and guest users. We help to fine tune the captive portal as needed to meet your specifications.

PHASE TWO: INSTALLATION

The installation stage begins with the wired and wireless network infrastructure already in place and configured by your IT team. In this phase, RUCKUS reviews the following with you via conference call using a web-based collaboration platform:

- Design of the WLAN/wired network user authentication database infrastructure
- Pre-deployment checklist
- Pre-existing VM infrastructure

With White Glove Service, RUCKUS provides you with remote support by phone, email and web conference to install and configure Cloudpath. We provide support for integration of the product with your network infrastructure.

PHASE THREE: POST-CONFIGURATION VALIDATION TESTING

As you test your Cloudpath deployment, RUCKUS helps you to modify or fine tune the deployment if the application's behavior deviates from your requirements or expectations. The validation testing process typically includes these steps:

- Verification of product installation
- Confirmation that clients can reach the onboarding portal
- Confirmation that clients can download a digital certificate and use it to join the network
- Confirmation that other application authentication methods function as required (dynamic pre-shared keys, MAC authentication or other supported methods)
- Customer sign-off on successful deployment

SUMMARY

White Glove Service helps you to successfully deploy the Cloudpath Enrollment System so that it starts adding value for your users as soon as possible—and starts dramatically reducing trouble tickets related to network access. You also make the most of the product's powerful security features. The assistance of a highly experienced RUCKUS technical expert helps to ensure that your deployment meets your expectations.

ORDERING INFORMATION

EDUCATION ENVIRONMENT

SKU	Description	Outline
905-PRO1-CPWG-ED1	White Glove Service for Education, Tier 1 - Remote - Assistance for server setup and initial configuration.	Setup and configuration of a single instance of the Cloudpath server, for a Wi-Fi network in an Education environment. Includes integration with one (1) identity server.
905-PRO1-CPWG-ED2	White Glove Service for Education, Tier 2 - Remote - Tier 1 server setup plus 3rd party system integration.	Setup and configuration of a single instance of the Cloudpath server, for a Wi-Fi network in an Education environment. Integration with 3rd party systems.
905-PRO1-CPWG-ED3	White Glove Service for Education, Tier 3 - Remote - Tier 1 & Tier 2 plus switching/network integration.	Setup and configuration of a single instance of the Cloudpath server, for a Wi-Fi & Wired switching network in an Education environment. Includes integration with 3rd party systems, MDM solutions, Active Directory, firewall, multi-tenancy.

ENTERPRISE ENVIRONMENT

SKU	Description	Outline
905-PRO1-CPWG-EN1	White Glove Service for Enterprise, Tier 1 - Remote - Assistance for server setup and initial configuration.	Setup and configuration of a single instance of the Cloudpath server, for a Wi-Fi network in an Enterprise environment. Includes integration with one (1) identity server.
905-PRO1-CPWG-EN2	White Glove Service for Enterprise, Tier 2 - Remote - Tier 1 server setup plus 3rd party system integration.	Setup and configuration of a single instance of the Cloudpath server, for a Wi-Fi network in an Enterprise environment. Integration with 3rd party systems.
905-PRO1-CPWG-EN3	White Glove Service for Enterprise, Tier 3 - Remote - Tier 1 & Tier 2 plus switching/network integration.	Setup and configuration of a single instance of the Cloudpath server, for a Wi-Fi & Wired switching network in an Enterprise environment. Includes integration with 3rd party systems, MDM solutions, Active Directory, firewall, multi-tenancy.

To engage RUCKUS Professional Services for Cloudpath White Glove Services please contact your account manager or systems engineer.



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PA-115372-EN (01/21)