






## Aruba

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ALAN NI

Director of Smart Spaces and IoT at Aruba



				
<b>Location</b> Santa Clara, California	<b>Visitors</b> 1,200 per month	<b>Industry</b> Networking	<b>Employees</b> 5,000+	<b>Favorite feature</b> Host Notifications

## Aruba impresses visitors with a modern, high-performance sign-in

For Aruba, a Hewlett Packard Enterprise company, building a modern, high-performance workplace means everything. The company aims to give a world-class welcome to its 1,200 customers, vendors, and partners who walk through their front door every month.

Before Envoy, Aruba's old system was functional, but visitors had to wrestle with a mix of paperwork and software to sign-in. When Aruba opened their new building, they knew they needed a sign-in experience that would fit their new, forward-thinking workspace.

Alan Ni, Director of Smart Spaces and IoT, feels that Envoy's iPad sign-in fits in beautifully with the architecture of the lobby and loves that it creates a seamless end-to-end experience for visitors.

*At Aruba, we're all about providing a modern, high-performance work environment. The moment visitors step foot through the door, seeing this modern sign-in experience powered by Envoy and the deep workflow behind it really reinforces that.*

### Challenges

- Visitor experience didn't align with Aruba's digital workplace image
- Weren't able to identify which visitors were using their guest Wi-Fi
- Longer wait times weren't a great first impression for visitors

### Results

- Modern sign-in experience makes a great impression on visitors
- Aruba's ClearPass integration allows the company to share unique Wi-Fi details with each visitor, while keeping their network secure
- Automatic host notifications reduce visitor wait times

## Secure, seamless Wi-Fi access for every visitor

Since Aruba is a network connectivity company, it was critical for them to let visitors easily access their guest Wi-Fi network. But, they also wanted to keep their network secure, so they knew they needed a way to monitor visitor activity.

"When we installed Envoy, the most important thing was that we were able to build an integration with Aruba ClearPass, which manages our guest Wi-Fi network," says Rick Reid, Office of Customer and Employee Experience at Aruba. "The integration works seamlessly," he adds.

ClearPass is Aruba's Network Access Control product that secures guest, BYOD and other corporate device connections. Envoy checks the visitor in and passes this information to ClearPass. ClearPass then confirms that the guest has a valid phone number and/or email address. From there, ClearPass generates a unique Wi-Fi code and sends it to the guest by email or text. This automatic wifi provisioning was built into the Envoy visitor check-in experience as part of a custom integration between Envoy and Aruba.



Rick says, "Every guest has a unique code so we know exactly who they are and what kinds of things they're doing on our network. So, if a specific visitor does something nefarious, we have an audit trail for that. It doesn't matter whether we get 1 or 500 visitors per day. There's no extra work because everything's automatic."

Aruba gets lots of great feedback from visitors and other companies who love their easy sign-in and onboarding system. "This is our vision of what a modern workplace is," Alan says. "Hopefully, we've set a good template."

## Less waiting time for visitors to meet hosts

When a visitor signed in with Aruba's old system, the receptionist would have to track down their host, so they could meet their guest. Making visitors wait like this wasn't a great experience for them; it wasn't the expectation Aruba wanted to create for their office.

Now, with Envoy, hosts are automatically notified through multiple channels when a guest arrives—for example, through Skype for Business IM and through the Envoy app itself.

Rick says, "The very act of taking the load off the receptionist to find an employee when they have a visitor has been the key to this whole thing."

Alan agrees. "We've completely streamlined our sign-in process," he says.

