Product Brief:

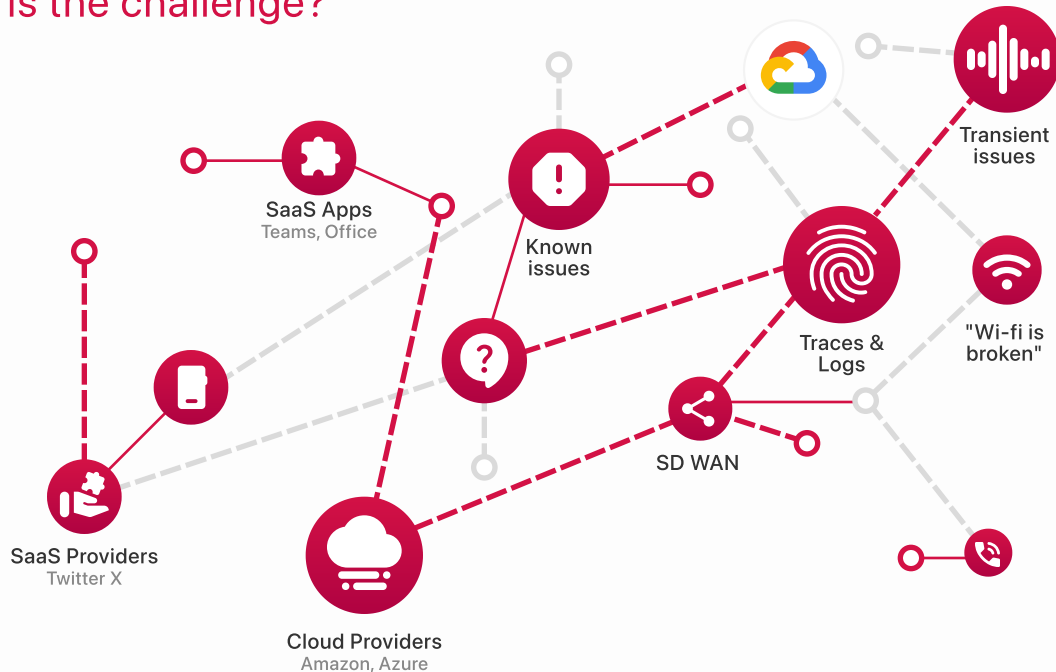# The Networking User Experience Insight by Amillan

In today's increasingly complex and hybrid IT environments, achieving visibility into how your network performs from the end-user perspective is essential. Amillan's Networking User Experience Insight solution delivers real-time, actionable intelligence regarding both wired and wireless network performance, empowering IT teams to proactively detect, diagnose, and resolve issues before they affect users or business operations.

Amillan is a managed service provider delivering comprehensive managed IT services tailored to the unique requirements of businesses, we ensure that our clients' systems operate smoothly and securely with support from our team of experienced engineering professionals providing proactive 24/7 monitoring, maintenance, and support.

What is the challenge?

SaaS Apps
Teams, Office

Known issues

Transient issues

Traces & Logs

"Wi-fi is broken"

SD WAN

SaaS Providers
Twitter X

Cloud Providers
Amazon, Azure

This non-intrusive, sensor-based assessment provides a comprehensive, cloud-powered overview of application and network health without accessing or storing any user data. By simulating real-world user interactions and continually testing key services, Amillan's Networking User Experience Insight solution helps organisations ensure optimal performance, reliability, and user satisfaction.

| User | Wi-Fi | Data Centres WAN, WLAN, LAN | App |

Key Benefits

Proactive Issue Detection:
Identify and resolve network issues before users are affected, reducing downtime and support tickets.

End-to-End Visibility:
Gain insights across the full network path—from local LAN to cloud-hosted applications.

Accelerated Troubleshooting:
Quickly isolate whether issues stem from Wi-Fi, LAN, internet, or specific applications.

Privacy-First Design:
Only performance and metadata are captured, ensuring compliance with data protection standards.
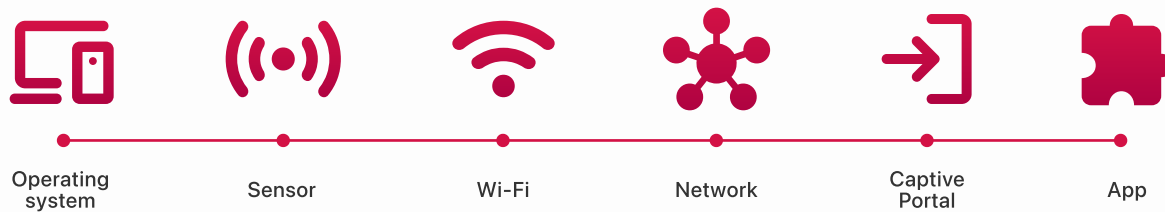
Flexible Deployment:
Ideal for short-term assessments, mobile diagnostics, or permanent monitoring.

Leverage detailed reports and visual dashboards:
To support infrastructure planning and optimisation.

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Whether you're validating a new deployment, troubleshooting user complaints, or planning a network upgrade, Amillan's Networking UX Insight solution provides the clarity and confidence needed to optimise your network and enhance digital experiences.

Operating system	Sensor	Wi-Fi	Network	Captive Portal	App

Simultaneous Wired & Wireless Testing: A single sensor performs continuous tests across both network types, capturing performance metrics in real time.

Cloud-Based Analytics via HPE GreenLake™: All test results are securely uploaded to the Aruba UXI cloud platform for analysis and reporting.

Privacy-First Design: Only performance and metadata are captured—no user or content data is accessed or stored. All data is automatically deleted within 30 days or immediately upon report delivery.

Included Performance Tests

The following tests are included in the standard (free) assessment:

Wi-Fi RSSI Analysis:
Evaluates signal strength and roaming behaviour across the top 4 access points.

Google Latency & HTTPS GET:
Benchmarks real-world internet performance and uptime.

HD Video Streaming Test:
Assesses client capability to stream HD video at 1080p and 4K (2160p). This test is valuable across all environments—from enterprise offices to hospitality settings—as it simulates sustained bandwidth usage and can reveal performance issues caused by network congestion, interference, or other underlying problems.

DHCP LAN Test:
Measures DHCP success rate and latency during frequent network transitions.

Microsoft Teams Performance:
Assesses latency, jitter, packet loss, and provides a MOS score for both wired and wireless connections.

Wi-Fi AP Association:
Tracks AP associations and roaming behaviour to identify potential Wi-Fi coverage issues.

Application Latency Summary:
Aggregates latency and packet loss data across all tested applications to highlight performance bottlenecks.

LAN Device Testing (Up to 3 IPs):
Custom latency and ping tests to internal devices (e.g., firewalls, gateways, servers) to isolate LAN vs WLAN issues.

Deployment & Reporting Process

1. Pre-Installation:

Customer Data Collection: A short form captures key details including site location, contact info, and internal IPs for testing.

Prerequisites:
- POE-enabled data port
- WLAN SSID and PSK
- Firewall access for outbound cloud communication
- Up to 3 internal IP addresses for LAN testing

3. Data Export & Analysis:

Raw Data Export: Upon completion, all performance data is exported from the Aruba UXI platform.

Custom Report Compilation: Amillan engineers compile a detailed report including
- Executive summary
- Test-by-test performance breakdown
- Visual dashboards and graphs
- Key findings and recommendations

2. Installation & Data Capture:

Sensor Installation & Cloud Configuration: The sensor is installed at the designated location and configured to begin testing.

Monitoring Period:
Continuous testing is conducted over a defined period (typically 1–5 days), with remote monitoring by Amillan engineers.

4. Report Delivery & Data Deletion:

Presentation of Findings: The report is presented to stakeholders via a virtual or in-person session.

Data Deletion: All data is automatically purged from the system within 30 days—or immediately upon report delivery.

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Flexible Deployment Options

Proof of Concept (PoC): Short-term deployment to validate network performance.

Mobile Sensor App: Enables support teams to conduct on-the-go diagnostics.

Permanent Sensor Installations: For continuous monitoring and long-term visibility.

Hybrid Deployments: Combine multiple approaches to suit your environment.

Why Choose Amillan?

As a trusted managed services provider, Amillan brings deep expertise in network performance, security, and user experience. Our Networking User Experience Insight solution is designed to give you the clarity and confidence to optimise your network and support your digital transformation goals.

Next Steps

Contact us to schedule your free Networking User Experience Insight assessment or to learn more about how this solution can enhance your IT visibility and performance.

Contact Amilllan Today

Let us help you navigate the challenges of digital transformation. Contact Amillan Limited to explore how our managed IT services can support your museum's journey toward innovation and excellence.