

UST

AI-native full stack transforms experiences at global IT services leader

Make every connection count

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Industry

Technology

Region

APAC

UST realizes immediate improvements in performance, connectivity, and reliability

IT services advisor UST is trusted by the world's leading companies to solve their digital transformation, advanced computing, and other critical challenges. The company has more than 33,000 employees in 34 countries, and every office needs flawless network services so teams can collaborate with clients and deliver solutions.

UST relies on Mist, Juniper's AI-native networking platform, for its global campus in Trivandrum, India, and all offices across the Americas, EMEA, and APAC.

Overview



Challenge

UST's traditional controller-based wireless LAN was unable to provide scalability and efficiency to support future growth. The staff's modern mobile devices weren't compatible with legacy Wi-Fi technology, and the wireless LAN performance was poor.

The company has relied on Juniper solutions for its campus wired networks and WAN for more than seven years, and it looked to Juniper Mist for an AI-native full stack solution as it upgraded its offices to Wi-Fi 6.

"We wanted the best possible experience for our users," said Ranjith Ravindran, Global Head of Infrastructure at UST. "We also wanted to ease network management for our operations and engineering teams."

Transformation

UST upgraded to Mist, the only fully integrated AI-native portfolio of campus and branch solutions. With Juniper Mist, UST can manage its wireless access, wired access, and firewalling under a common Mist AI engine and microservices cloud infrastructure. UST has everything it needs to deploy networking quickly and securely, operate easily, and realize lower TCO and OpEx and superior end-to-end assured user experiences.

Outcomes

Better user experience

Early, ongoing benefits

Faster, easier
Wi-Fi deployment

33,000

Workers globally

Day 1

Improvements realized

<6 hours

Time to deploy in
a global office

Solution and implementation

[Juniper AP32
Access Point](#)

[Juniper EX4400 Switch](#)

[Juniper Wi-Fi
Assurance](#)

[Juniper Mist
Wired Assurance](#)

[Marvis Virtual
Network Assistant](#)

[Juniper
QFX5120 Switch](#)

[Juniper MX960 Router](#)



Seamless transition to Juniper Mist AI-native full stack network

UST migrated to Mist at offices globally without a hitch. UST workers connect to their applications and digital services through Juniper Wi-Fi 6 access points that provide exceptional user experiences and are ready to meet UST’s future plans for location services.

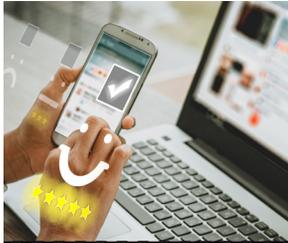
Cloud-native, high-performance Juniper EX switches support traffic from edge to core, with Juniper MX routers and Juniper QFX switches in the data center.

UST’s operations and infrastructure teams rely on Juniper’s Marvis AI Assistant to minimize network downtime and disruptions.

“We have better visibility into network issues or where latency is introduced. Marvis makes us much more confident in our troubleshooting,” said Ravindran.



Key takeaways and outcomes



“Deploying **wireless in a small office** with Juniper Mist takes hours—not days.”

Ranjith Ravindran
Global Head of
Infrastructure, UST

Success from Day One

Mist kickstarted positive changes from Day One. UST consultants, developers, and other staff at UST’s massive campus in Trivandrum, Kerala, immediately had better Wi-Fi experiences. The IT operations team netted faster deployment times, fewer trouble tickets, and better network performance.

“Transitioning to Juniper Mist was seamless, and we are reaping many benefits from this journey,” said Ravindran.

● Deployment in hours—not days

UST approached the transition to Mist Wi-Fi at 50 locations with caution and a generous timeline. Any lingering concerns were soon eliminated.

“We anticipated that deploying the new wireless in a global delivery center would take up to three days, but we can finish in less than six hours,” said Chandran Hari, Solution Architect at UST.

● One step ahead of problems

UST’s IT group has welcomed Juniper’s Marvis AI Assistant and Mist AI to the team. While the operations team uses Marvis to identify and troubleshoot network issues, the engineering has seen fewer trouble ticket escalations from the service desk.

● New use cases for now

Smart buildings and a wayfinding campus app are some early use cases under consideration. Mist makes IoT, asset visibility, and location services not a dream for the future, but a reality for now.

More information

Mist: purpose-built with AI and for AI

To learn more about Juniper’s AI-native full stack network, visit our website at <https://www.juniper.net/us/en/campus-and-branch.html>

For technical datasheets, guides, and documentation, visit Juniper AI for IT operations (AIOps): <https://www.juniper.net/us/en/solutions/artificial-intelligence-for-it-operations-aioops.html>

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