

# SIMPLIFY MULTITENANT OPERATIONS WITH JUNIPER MIST MANAGED SERVICES DASHBOARD

*Managing experience-first networking across the Wired, Wireless and SD-WAN domains*

## Challenge

- MSPs need the right platform and tools to create, measure and monitor service levels across wired, wireless and WAN
- Management is difficult with multiple windows into different organizations
- Difficult to handle unexpected increases in applications, users, devices, and use of cloud services

## Solution

- Comprehensive insights into user experiences across multiple organizations and network domains
- Consolidated view of inventory and subscriptions
- Centralized launching point to check status of a specific organization or to make a change

## Benefits

- Rapidly identify and triage any disruption to the end user experience
- Alleviate the burden of managing multiple siloed tools across all network domains
- Quickly onboard new customers

## Introduction

As the environments that Managed Service Providers (MSPs) support become more complicated, they find themselves spending more time and resources meeting their ever-tightening Service Level Agreements (SLA).

The enhanced Mist MSP Dashboard for organizational multitendency was designed with visibility and ease-of-use in mind. The dashboard provides MSPs with visibility into their managed estate across all customer organizations. Using the dashboard, MSPs can provide experience-first networking for users and operators—in all network domains—across their entire customer base.

## Key Functionality

Managing a full stack network for MSPs has never been easier. The MSP dashboard simplifies the lifecycle management and operations of this unified solution. For each customer, the solution spans the LAN (wired and wireless), and SD-WAN at scale.

## Manage Experience Across Multiple Enterprises

The MSP dashboard lists all the organizations under management. (Figure 1).

Organization	Active Sites	Active Users	Active Devices	Active Subscriptions
Acme Corp	10	100	100	100
Beta Inc	5	50	50	50
Gamma LLC	3	30	30	30
Delta Corp	8	80	80	80
Epsilon Ltd	2	20	20	20
Zeta Org	1	10	10	10
Eta Co	4	40	40	40
Theta Inc	6	60	60	60
Iota LLC	7	70	70	70
Kappa Corp	9	90	90	90
Lambda Org	11	110	110	110

Figure 1: Inventory View in MSP Dashboard

The dashboard provides per-organization details such as active sites, applications, switches, gateways, per-organization device inventories, and subscription statuses for each organization. This includes all sites and all network domains for each customer (organization).

New organizations can be created on-the-fly from predefined templates, which can be designed by vertical, organization size or scope, or resources used by the organization. When creating new organizations, operators can easily transfer subscriptions from existing ones.



Using the dashboard, operators can view/analyze at all levels, from the overall MSP estate down to individual organizations:

- **Overall Device Inventory:** For all organizations, view and manage total and in-use access points, switches, and gateways. This is a complete view of the total inventory and total inventory in use.
- **Subscription Inventory:** For all organizations, view and manage current and expired subscriptions, and organizations who are out of compliance with their subscriptions.

**Mist AI Cloud** provides different types of subscriptions for its various features. Customers can purchase these subscription types, which can all be managed by the MSP Dashboard. The dashboard allows MSP administrators to assign/revoke subscriptions among its customers.

### Per-Organization Deployment Status and Service Level Experience (SLE)

With the AI Ops View (Figure 2), MSPs can quickly understand which devices are claimed for each organization and which are in use. Operators can view user experiences in all domains—wireless, wired and WAN—and clearly identify which organizations are performing well versus those that have issues.

This view is invaluable in maintaining customer SLEs. Each SLE in the view is active, and it's straightforward to address a particular SLE for a specific organization.

## Marvis Actions Integrated into the Dashboard

Marvis **Virtual Network Assistant** can proactively present all suggested actions across the selected enterprise, and allow operators to instantly prioritize the issues across the customer's organization (Figure 3).

These insights help MSPs with proactive issue detection and resolution at scale.

## Tiered Offerings

Juniper offers the MSP Dashboard with two tiers of service: Basic and Advanced. The available features of MSP are put into two buckets. Advanced features include Marvis actions (above), branding, and support tickets.

For branding support, MSP partners can custom brand the dashboard of their customer Organizations with their own Logo (Figure 4).

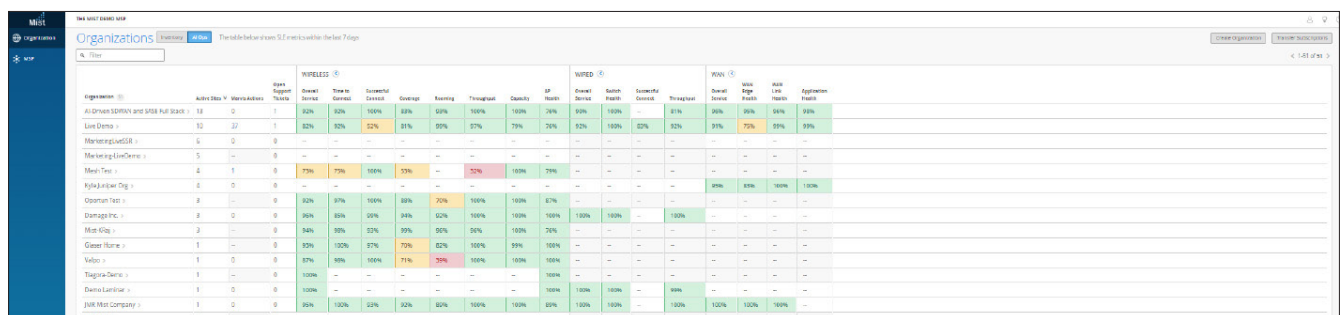


Figure 2: AIOps View in MSP Dashboard

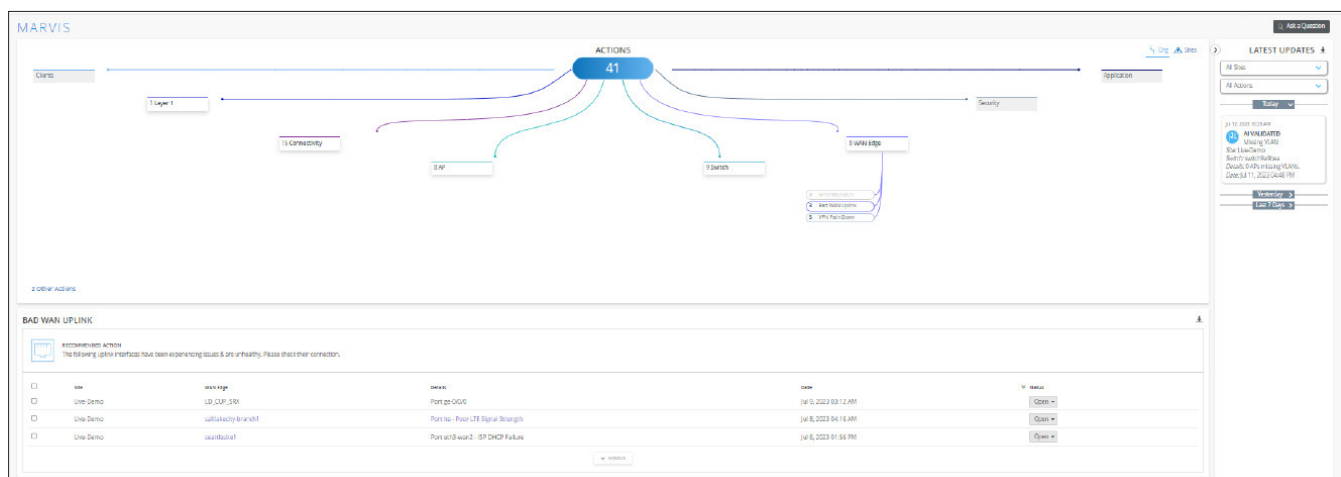


Figure 3: Marvis Actions for Events in Any Domain

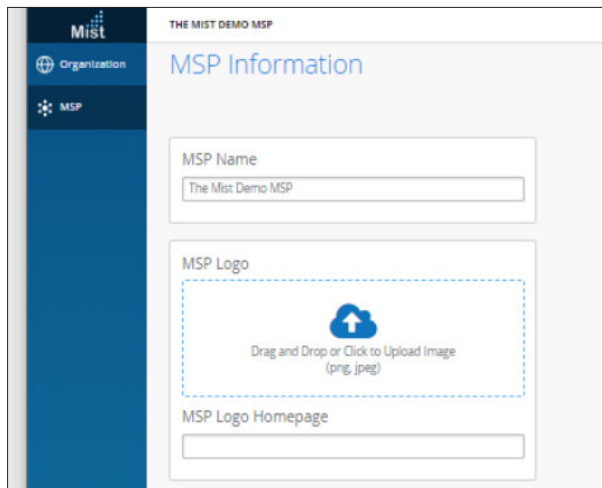


Figure 4: Custom Logo Support

To handle support tickets, the MSP dashboard includes a summary to help MSP administrators to quickly identify the customers needing attention (Figure 5).

### Assured Experiences in Wireless, Wired and WAN Domains

The key differentiator you provide your customers with the AI-driven Enterprise is assured experience in all network domains:

- **Wi-Fi Assurance:** Enables elastic scalability to meet your customers' wireless network experience requirements. Delivers operational simplicity, 100% API-based programmability, and customer engagement through location-based services.
- **Wired Assurance:** Brings automated operations and service levels to enterprise campus switches, IoT devices, access points, servers, printers, and other equipment.
- **WAN Assurance:** A key component of the Juniper AI-driven SD-WAN solution, WAN Assurance brings automated operations and service levels to the enterprise access layer at the WAN edge.

AI-driven support delivers a self-driving, proactive network from client-to-cloud for your customers (Figure 6).



Figure 6: The AI-driven Enterprise Architecture

The AI-driven Enterprise supports enterprise deployments with a microservices cloud—there are no appliances, controllers or embedded software to maintain. Automated and dynamic packet capture (dPCAP) negates the need for truck rolls by capturing traffic in the cloud when underperformance is identified. Anomaly detection and root cause analysis provide the knowledge needed to reduce MTTR, either by recommending remedial steps or automatically taking the necessary action.

### Summary

MSPs need the right platform and tools to create, measure and monitor the service levels across wired, wireless and WAN networks. By leveraging AI and machine learning technologies, the enhanced Mist MSP Dashboard delivers a solution to allow MSPs to help distributed enterprises assure their users of optimal experiences. It also simplifies lifecycle management of network services for all customers.

The AI-driven Enterprise makes Wi-Fi, wired and WAN networks more predictable, reliable and measurable.

Ticket Number	Ticket Type	Ticket Summary	Created	Last Update	Requested By
59358	Focused / Broad Scope	"Poor LTE Signal Strength" does not show detailed data in Marvis actions	10:51 AM, Jul 20 2023	04:02 PM, Jul 27 2023	Adam Morris
59870	Questions / Subscriptions	Replace RMA of cold spare on EX Switch and SRX	03:53 PM, Jul 26 2023	11:05 AM, Jul 27 2023	Greg Yelas

Figure 5: Support Tickets

## Next Steps

To learn more, please contact your Juniper Networks representative, or visit [www.juniper.net](http://www.juniper.net). You can also use the following QR code to watch a demo of [Mist Multitenancy in action](#).

## About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, automation, security and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equality.



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