

# Juniper Mist for Zebra Delivers Intelligence at the Edge

Contact your Juniper or Zebra account representative to learn more.

Real-time insights from Mist AI simplify Zebra device troubleshooting

## The challenge

### Inadequate IT tools in the face of complexity

Delivering reliable connectivity while managing a growing number of mobile and IoT devices is a growing challenge. Delays in data delivery to and from IoT devices can result in inconsistent or unavailable real-time metrics while packet loss on voice communication mobile devices often leads to poor user experiences.

These issues are typically the result of IT professionals using inadequate tools that:

- **Lack visibility** between the network and client devices and cannot see and analyze client device and network events
- **Waste resources** due to time-consuming and inefficient troubleshooting efforts
- **Increase workplace disruptions** due to lost productivity, lost revenue, and frustrated users

## The capabilities you need

### AI-Native visibility into issues

To deliver seamless network experiences and embrace digital transformation initiatives, you need AI-Native visibility into network and device performance. You also need the right tools to proactively find issues and rapidly repair them before they impact user experiences.

- **Unmatched visibility**  
Gain valuable insights into network performance and device health
- **Faster incident resolution**  
Speed up troubleshooting and mean time to repair with real-time root cause analysis
- **Reliable performance at scale**  
Ensure mobile devices perform optimally, delivering exceptional connectivity and improved employee productivity
- **Mobile device tracking**  
Enable quick recovery of missing devices with real-time tracking, saving time and boosting efficiency

**The answer:**  
**Juniper Mist for Zebra**

## Enhanced intelligence at the edge

The joint solution from Juniper Networks and Zebra Technologies combines Juniper's AI-Native Networking with Zebra's advanced mobile computing to deliver reliable wireless performance and unmatched visibility into network performance and device behavior.

**How it works**

## Ensure optimal performance and seamless connectivity

This joint solution leverages [Zebra Wireless Insights](#) and the Juniper [Marvis Client](#), installed on Zebra devices, to collect rich telemetry on roaming, connection states, and voice call quality. Data is analyzed in real time in the Juniper Mist Cloud and displayed intuitively in the Mist dashboard. With increased visibility, root cause analysis, and anomaly detection provided by [Mist AI](#), your IT team can more quickly detect and respond to issues, helping you optimize end user experiences.



**FIGURE 1**  
Juniper Mist AI and Zebra Wireless Insights provide voice analysis

**Use Cases**

- Warehouse**  
Delivering reliable connectivity and proactive issue resolution throughout the warehouse—from inventory management, workflow optimization, and seamless communications
- Retail**  
Accelerating retail transformation with solutions for improving inventory and fulfillment, smart store operations, and elevated customer experiences
- Healthcare**  
Improving the delivery of patient care through positive patient identification, secure high performance communication and collaboration, and real-time location and asset tracking

### Core features

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Device connection states	View detailed connection and disconnection events to address performance issues and optimize device configurations
Roaming analysis	Identify what triggered a roam, enabling quick reconnections and mitigating future unintentional roaming activity
Voice analysis	Analyze voice call performance such as latency, jitter, and packet loss to ensure reliable communications
Asset and device tracking	Track assets and devices in real time, preventing costly replacements and minimizing operational disruptions

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### Solution capabilities

Juniper delivers the industry's first [AI-Native Networking Platform](#) for better operator and end user experiences, offering the most comprehensive [AIOps](#) across your entire network. Integral to the platform is Mist AI, which collects rich telemetry from network devices and clients and analyzes it to provide relevant insights in real time.

The following Mist AI capabilities are integral to the joint Juniper/Zebra solution:

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Wireless access points	Leverage enterprise-grade access points to work in conjunction with Juniper Mist Cloud and Mist AI to deliver premium wireless Wi-Fi, BLE, and IoT access capabilities
Wi-Fi Assurance	Delivers user service levels, anomaly detection, dynamic packet capture, automated event correlation, custom policy configuration, guest WLAN access, and more
Marvis Client	Versatile software agent delivers in-depth Wi-Fi network insights from the end user perspective, offering deep visibility into how connected devices experience the wireless environment
Asset visibility	Finds high-value resources, such as cordless scanners, mobile printers, mobile computers, wearable accessories, and more, with real-time intelligence from Mist's Wi-Fi and BLE infrastructure

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Zebra Technologies provides cutting-edge solutions, including mobile computers, printers, scanners, and software, to empower businesses with real-time data insights, operational efficiency, and improved productivity across industries like retail, healthcare, manufacturing, and logistics.

With the following capabilities, operators can ensure that Zebra devices are always reliably connected:

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**Zebra Wireless Insights** Provides client-based visibility into roaming events, data, and voice performance

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**Zebra mobile devices** Purpose-built devices like handheld mobile computers, rugged tablets, and barcode scanners deliver unmatched performance, durability, and reliability, ensuring seamless connectivity and empowering employees to operate efficiently in any environment

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## Why Juniper and Zebra

### Juniper and Zebra: more powerful together

Troubleshooting IT issues at both the client and network levels is time consuming and challenging due to a lack of visibility. Together, Zebra and Juniper Networks enable rapid troubleshooting with unmatched visibility. Zebra Wireless Insights and Marvis Client provide rich telemetry to the Mist AI engine that correlates network and client events to pinpoint the root cause when problems occur and provides actionable insights for remediation.

With this “better together” joint solution, enterprises gain faster time to remediation and optimal user and operator experiences when network issues arise.



### About Juniper

## The NOW Way to Network

Juniper Networks believes that connectivity is not the same as experiencing a great connection. Juniper's AI-Native Networking Platform is built from the ground up to leverage AI to deliver exceptional, highly secure, and sustainable user experiences from the edge to the data center and cloud. Additional information can be found at [juniper.net](https://juniper.net) or connect with Juniper on [X](#) (formerly Twitter), [LinkedIn](#), and [Facebook](#).

### About Zebra

## Empower every worker at the edge

Zebra Technologies is committed to empowering teams with the mobility and insight to deliver at the cutting edge of excellence. More than just providing intelligent hardware, Zebra offers solutions that give organizations complete visibility to make smart, nimble decisions about what action to take now, and how to plan for tomorrow. Discover more about Zebra at [zebra.com](https://zebra.com).

### Keep exploring

## More information

For a deeper dive into the joint solution from Juniper Mist and Zebra Technologies, [explore the solution documentation](#).

## Take the next step

### Connect with us

To learn more about getting started, contact your Juniper or Zebra account representative.

### View Mist AI tutorials

Experience how to perform many relevant tasks related to the joint solution.

[Get started](#) →

### Join a Mist AI demo

Discover how to deliver industry-leading wired and wireless experiences to your network users.

[Register](#) →