CloudVision CUE (CV-CUE) MSP Platform App Note

The Arista Networks Cognitive Unified Edge platform is a comprehensive cloud-managed networking solution designed specifically for Managed Service Providers (MSPs). It offers a range of features and capabilities that empower MSPs to efficiently deliver and manage secure networking services for their customers.

It packages operational insights, billing management, guest user onboarding, hierarchical network management, compelling monitoring functions, and AI powered troubleshooting tools, which offers significant value to the service providers and their end-customers.

This tech brief provides an overview of the Arista Networks MSP Platform and how partners can sign up for the platform and all its benefits.

Management modes

The MSP solution supports the following two modes of operation:

• Standard enterprise mode

• Managed service provider mode

Standard enterprise mode

The standard enterprise mode caters to both end customers and service providers, facilitating efficient and end-to-end network management.

This mode of operation is particularly favored by global or regional managed service providers, large enterprises, educational institutions, healthcare providers, and standalone hospitality vendors. These organizations often have hierarchical management structures and they require robust monitoring capabilities. By adopting the standard enterprise mode, they can effectively meet their operational needs and seamlessly manage the entire network.
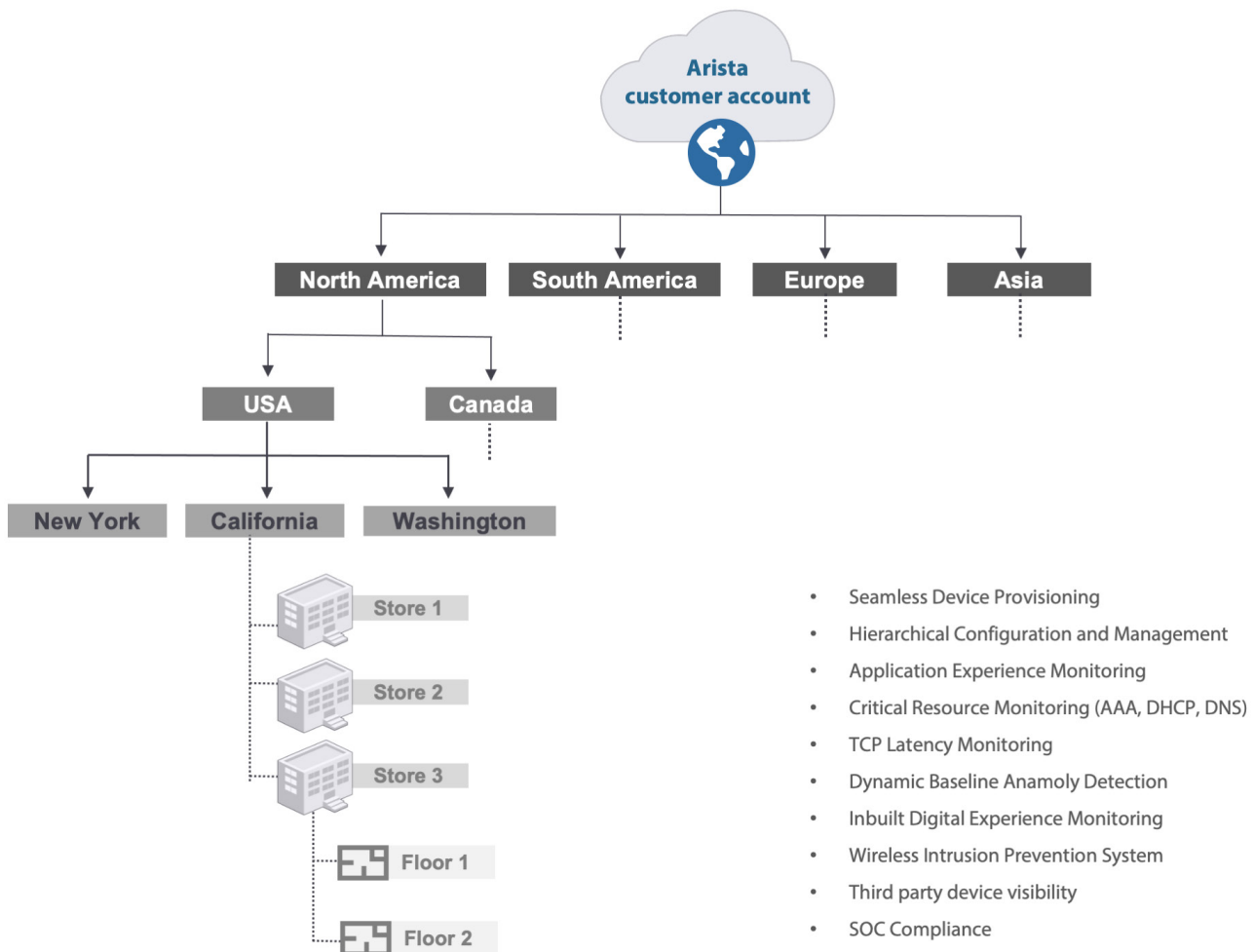

- Seamless Device Provisioning
- Hierarchical Configuration and Management
- Application Experience Monitoring
- Critical Resource Monitoring (AAA, DHCP, DNS)
- TCP Latency Monitoring
- Dynamic Baseline Anamoly Detection
- Inbuilt Digital Experience Monitoring
- Wireless Intrusion Prevention System
- Third party device visibility
- SOC Compliance

Figure 1: Standard enterprise mode

Managed service provider mode

The MSP mode caters specifically to service providers who need to efficiently manage multiple customer accounts from start to finish. This includes tasks such as creating tenant accounts, provisioning devices, and overall management.

The MSP mode is particularly beneficial for service providers who handle networks for numerous individual customer accounts in diverse settings such as shopping malls or large internet service providers responsible for managing internet and local area networks for business customers. These providers find MSP mode advantageous due to its ability to manage all their clients from one cloud-based multi-tenant management tool.

To enhance the MSP experience, various tools have been developed, including billing and monitoring systems, as well as simplified account creation and provisioning applications. These tools significantly simplify the operational tasks involved in managing multiple customer accounts as an MSP.
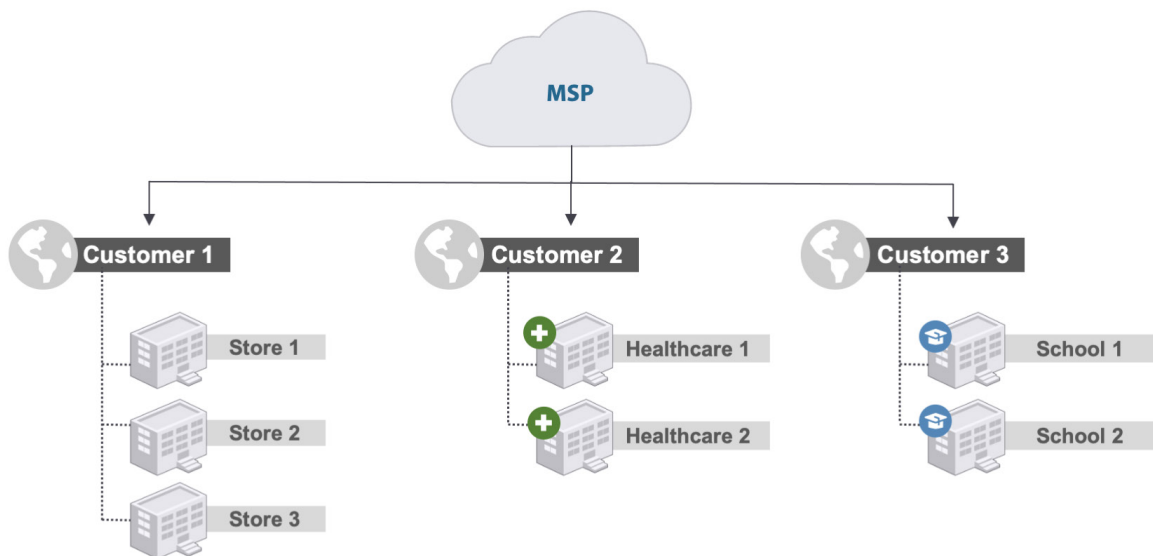
- Simplified Onboarding and Configuration
- Massively Scalable Solution
- Inbuilt Security Features
- Superior Remote Troubleshooting Capabilities
- Billing and Monitoring Solutions

Figure 2: Managed service provider mode

Deployment flexibility

Service providers have the option to utilize a secure, cloud-managed Arista instance that is distributed worldwide or deploy the solution within their own data centers.

Figure 3: Deployment flexibility

Scalability

The solution offers horizontal scalability without any limitations on the maximum number of tenants or supported devices in both the standard and the MSP mode.
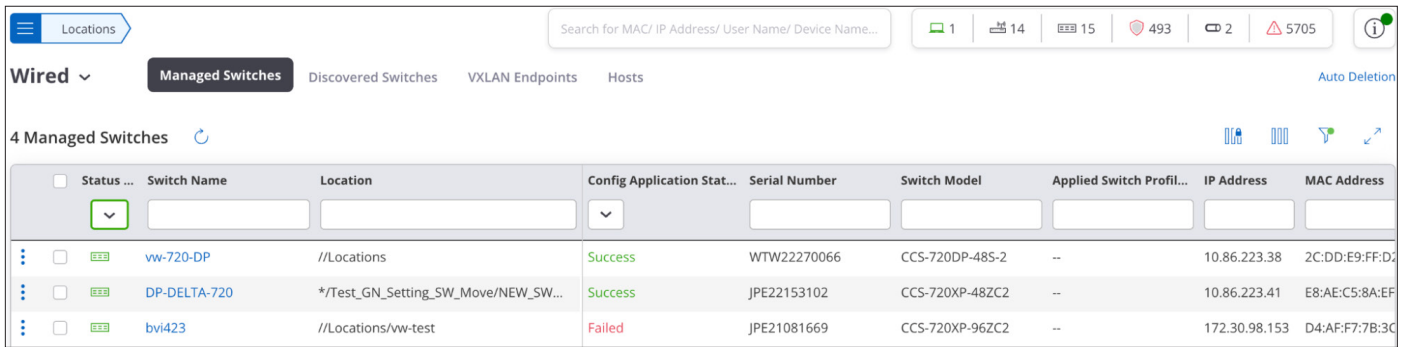
In its current state, the solution can handle millions of devices managed by MSPs, showcasing its scalability.

Licensing & provisioning

MSPs have the flexibility to handle device licenses in two ways — they can order licenses directly in the name of the customer or customers can order licenses themselves. Once devices and licenses are purchased, the licenses are automatically provisioned in the customer's account, relieving the MSP from the burden of licensing management.

Furthermore, the MSP mode provides additional freedom for creating tenants and assigning devices to individual customers, enabling efficient management.

The cloud management license for devices encompasses a comprehensive suite of foundational and advanced monitoring, configuration, reporting, and AI troubleshooting tools. Notably, the MSP mode and its accompanying applications are exempt from licensing fees, offering cost-effective solutions for MSP operations.

Figure 4

Administrative controls & policies

Administrators are empowered with granular control of user access restrictions by default, which controls application access based on the roles performed. Administrators can also enable individual application and tenant access restrictions from the MSP administration dashboard.
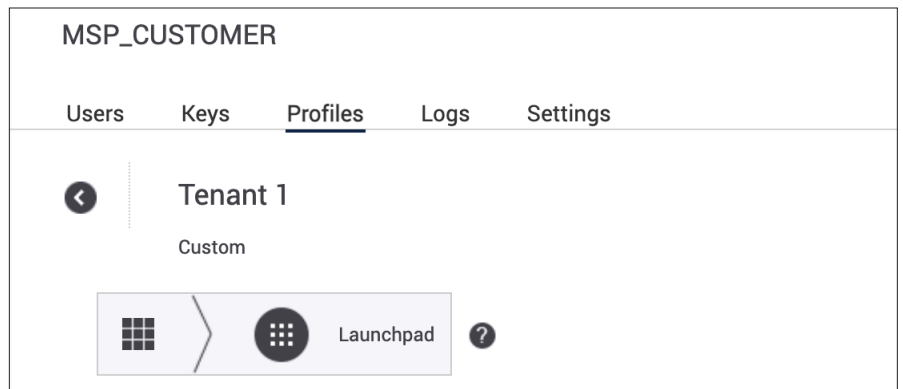

Figure 5

Configuration

Standard mode supports hierarchical management, which enables the end-user to push cookie cutter config from the global level to regional levels, and allows overrides at lower levels in the hierarchy.

MSPs can individually configure, manage, and monitor the individual tenants and the hierarchical management constructs.
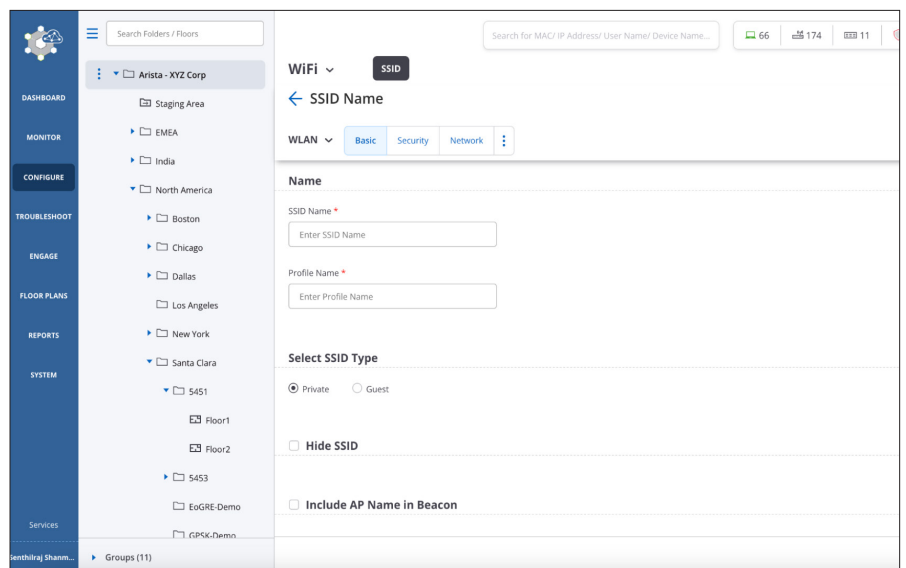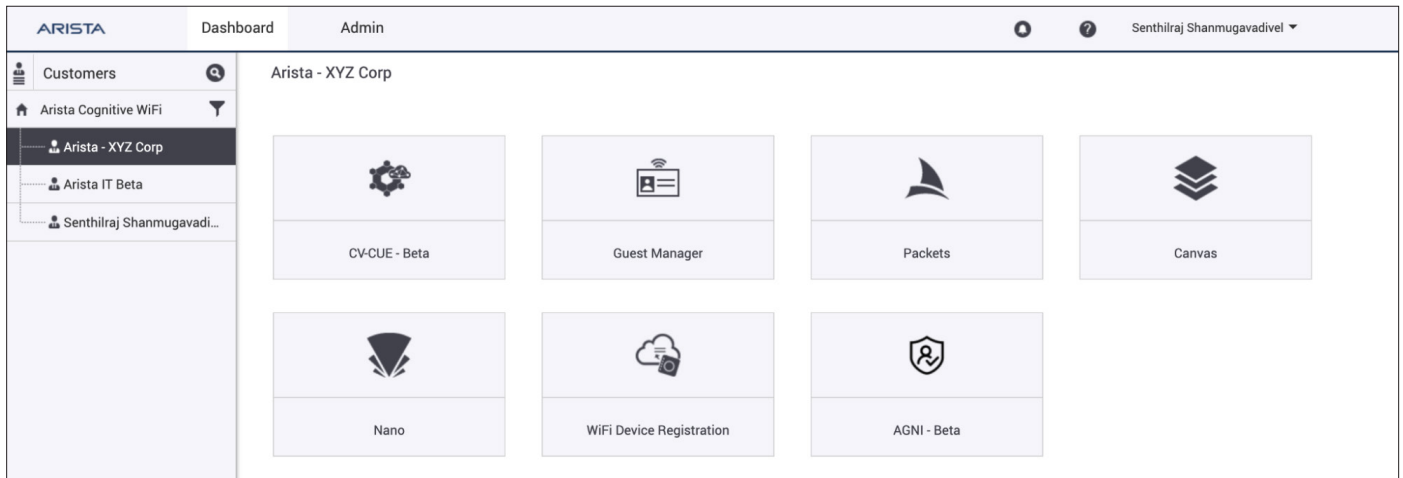

Figure 6: Standard mode configuration

Figure 7: MSP mode configuration

Monitoring & troubleshooting

AI-powered root cause analysis (RCA) engine and the patented APPQoE techniques project the anomalies related to end-user experience even before users report issues. Tools such as dynamic packet capture and event logs are also provided to validate the assertions made by the solution..
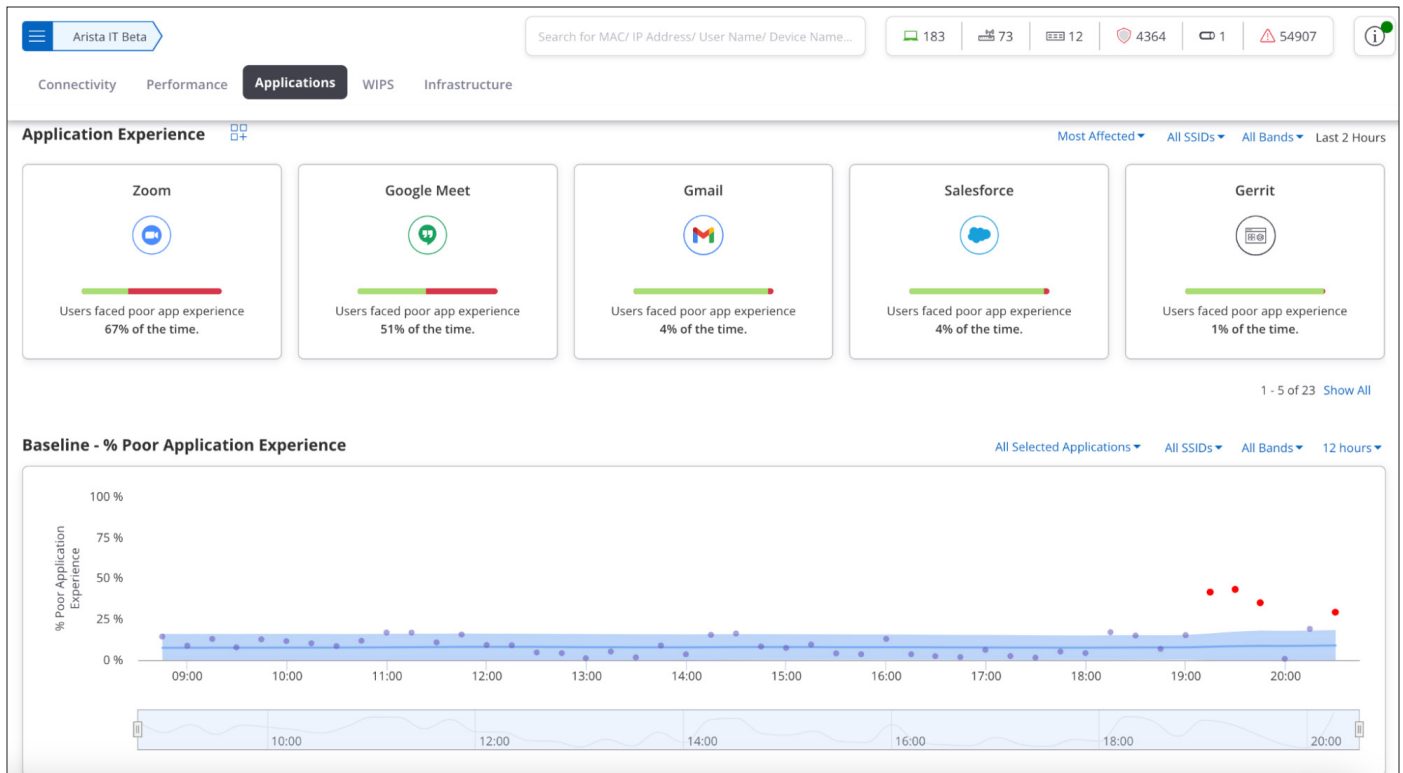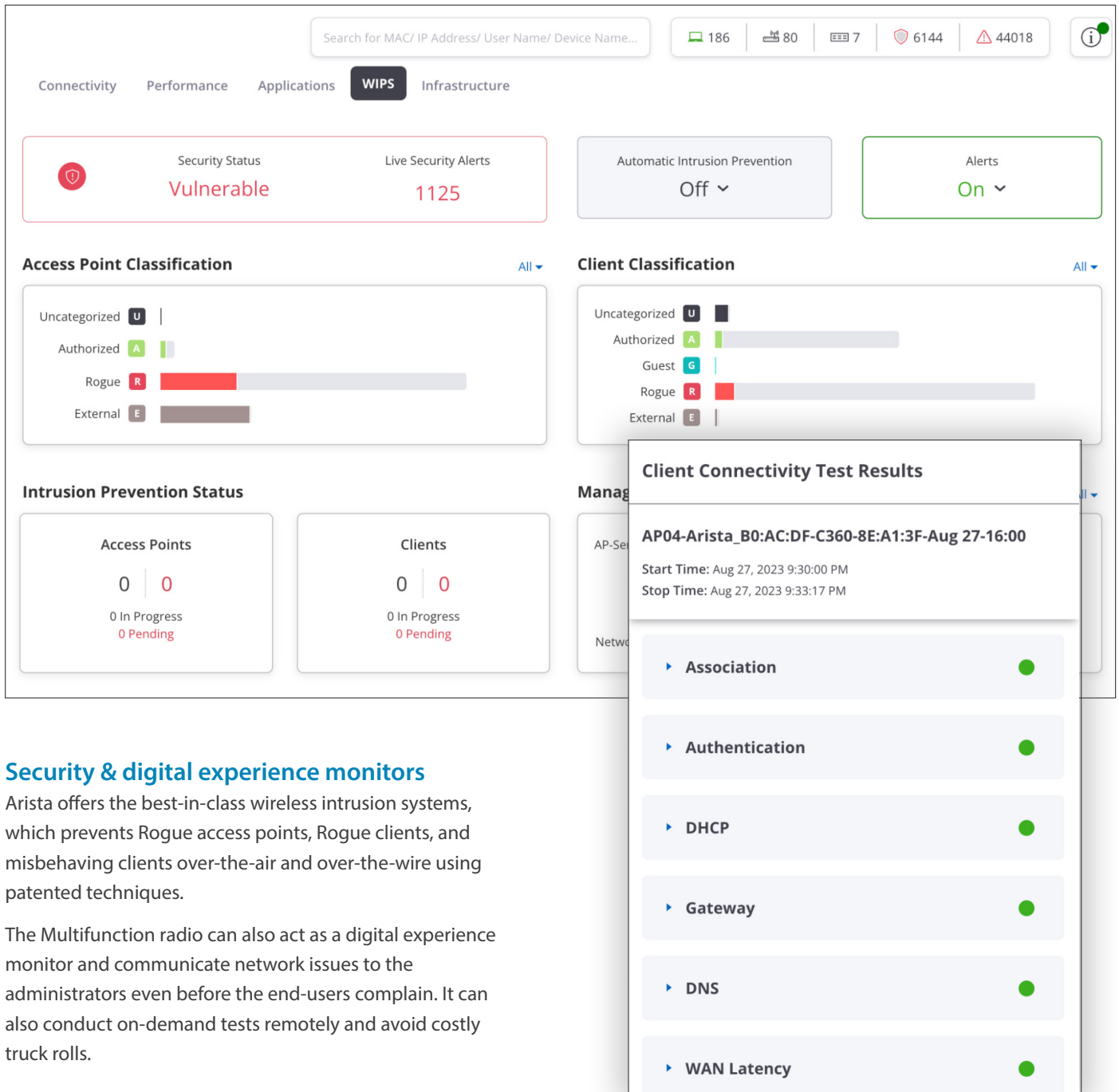

Figure 8

Figure 9

Security & digital experience monitors

Arista offers the best-in-class wireless intrusion systems, which prevents Rogue access points, Rogue clients, and misbehaving clients over-the-air and over-the-wire using patented techniques.

The Multifunction radio can also act as a digital experience monitor and communicate network issues to the administrators even before the end-users complain. It can also conduct on-demand tests remotely and avoid costly truck rolls.

Reporting

A wide variety of reports are available at a tenant level, which enables the administrators to conduct audits, project security compliance, collect inventory, and much more.

MSPs can also leverage the billing and monitoring systems to keep a track of their renewals, and monitor the operations insights dashboard to understand the adoption rate and usage analytics of their end-customers.

Figure 10: Reporting

APIs

Arista provides API support for the configuration, monitoring, troubleshooting, and reporting aspects. In addition, OpenConfig is natively supported on the product, which enables larger MSPs to support a multi-vendor deployment solution as well.
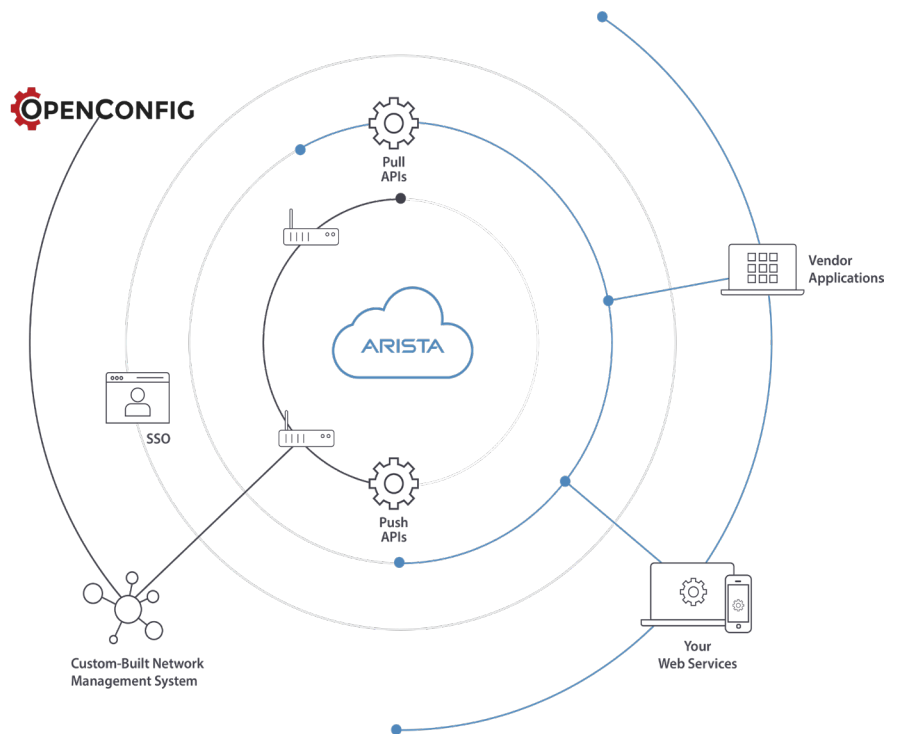
https://apihelp.wifi.arista.com/home

Figure 11

Certifications

The solution complies with the highest security standards and has obtained certification and documented SOC reports.

Customizations

Large MSPs can also optionally whitelabel the hardware, applications, and the software to promote their branding.

How to become a partner

Interested partners can contact **channel@arista.com** to learn more and join the partner program, which provides the following benefits:

- Onboarding kits at a lucrative price.

- Arista white glove support for large opportunities.

- Attractive discounts based on customer adoption rate.

- Direct interactions with the product team.

- Access to the premium demo system.

- Immense value to the end-customers.

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