

## DATA SHEET



### COMPRISED OF:

- An all-inclusive subscription package
- A large selection of compatible access points (APs)

### SUBSCRIPTION OPTIONS:

- 1-year
- 3-year
- 5-year

### THE SUBSCRIPTION INCLUDES:

- AP management
- Reporting and analytics
- 24x7 phone / chat / web support

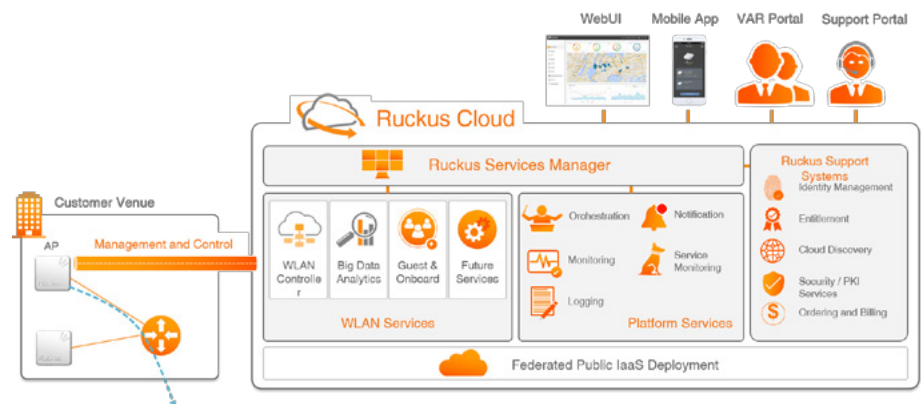
Ruckus Cloud Wi-Fi is WLAN Management-as-a-Service. Wi-Fi coverage and capacity is provided by high-performance APs deployed on site; control and management are delivered as a cloud service enabled by the Ruckus Cloud public cloud platform. Cloud Wi-Fi enables any organization with any level of IT resources to quickly and easily set up, monitor and manage a campus or multi-site WLAN of any size, without sacrificing Wi-Fi performance.

### THE ONLY CLOUD-MANAGED WLAN THAT DELIVERS ALL OF THE FOLLOWING:

- Reliable operation under the most challenging client density, RF interference and environmental circumstances
- Simple, intuitive web-based and mobile app-based user interfaces that hide complexity from the user, displaying only the information needed to accomplish a task
- Scalable to a network of any size, all visible through a single, common UI
- Investment protection: APs can be reused with any Ruckus architecture, should customers decide to migrate to an on-premises or data center-centric approach

### RUCKUS CLOUD

The Ruckus Cloud is built on the proven, high-scale Virtual SmartZone controller platform and incorporates a sophisticated analytics and reporting function derived from the Ruckus SmartCell Insight big data analytics platform. The Ruckus Cloud features an extensible, Network Functions Virtualization (NFV)-compliant architecture that enables the rapid introduction of new capabilities—virtual network functions—including best-in-class 3rd party functionality.



Ruckus Cloud and Cloud Wi-Fi architecture

## KEY FEATURES AND BENEFITS

### BEST-IN-CLASS APs

- The latest Ruckus 802.11ac Wave 1 and Wave 2 APs
- Indoor and outdoor options
- Mesh and roaming
- Automatic RF optimization
- Automatic interference mitigation
- Automatic client load balancing and band balancing

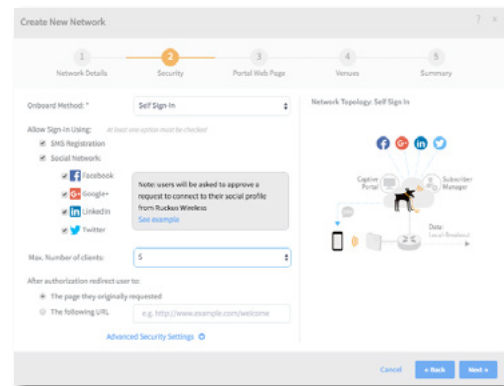
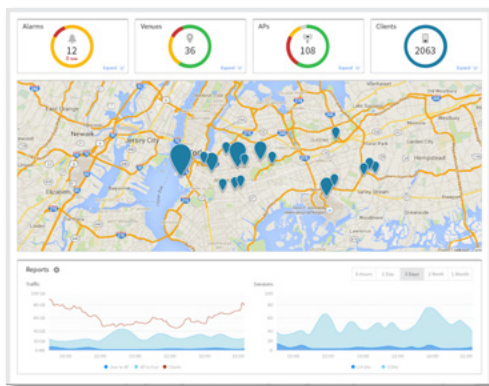
- ✓ High-density deployments: 100 or more clients per AP
- ✓ High-scale deployments: hundreds of sites, thousands of APs, tens of thousands of clients
- ✓ Deployment: auto connect to cloud and serial number scanning



### INTENT-DRIVEN UI

- Simplicity, intuitive UI speeds management
- Venue concept makes WLAN deployment, management and troubleshooting intuitive across multiple sites
- Complexity hidden within workflows
  - RF policies, WLAN types (private, public, sponsored guest), rich guest access options, QoS, VLANs
- Logs pre-filtered by venue, WLAN, APs, clients
- Dedicated section for big data analytics

- ✓ Fully multi-tenant architecture
- ✓ Admin, guest manager and read-only role-based administration
- ✓ Workflow to invite a VAR to manage network
- ✓ "Easy button" allows Ruckus Support to access account on a 24x7 basis



## COMPREHENSIVE GUEST ACCESS AND WLAN SUPPORT

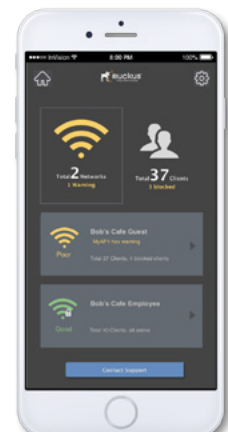
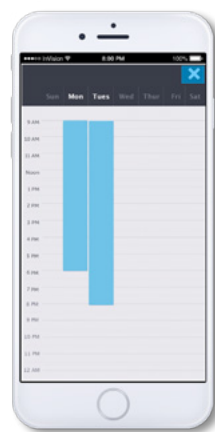
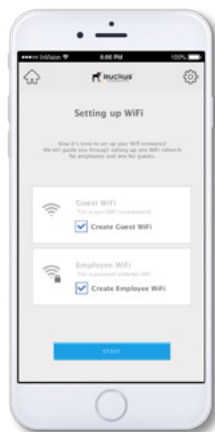
- Self-help or sponsored guest WLANs
- Social, SMS and other captive portal options
- Mobile app for dynamic captive portal ad insertion and monetization for the SMB
- Free Wi-Fi with lock-out period and simple unblock options
- MAC caching to allow repeat customers quick access to guest Wi-Fi

- ✓ Dedicated captive portal platforms
- ✓ Mobile, SMS, email notification integration
- ✓ Private access using PSK, Cloudpath or 802.1x with AAA
- ✓ Public access using social, SMS, email, click-through, passcode

## POWERFUL MOBILE APP

- Free SMS, email and push notifications
- Get notified of AP up/down
- Scan serial# of AP to add to venue
- Change passphrase instantly
- Customize captive portal splash content and logo
- Extend free Wi-Fi access for guests
- Scan business card to generate guest pass

- ✓ Modern cloud-based application with push notifications
- ✓ Native iOS and Android versions



## ZERO-TOUCH PROVISIONING

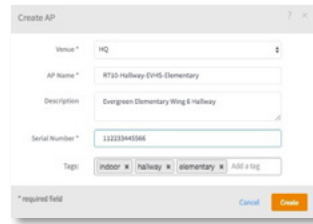
- Scan AP serial number with mobile app—no data entry required
- Global cloud discovery automatically registers APs
- Cloud auto-updates firmware upon registration

- ✓ LED indicators report cloud discovery status
- ✓ Latest firmware maintained by the cloud

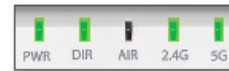
### Scan serial# using mobile app



### Or, add AP serial number in the web interface



### Plug-in AP to connect to the cloud



## ADVANCED REPORTING AND ANALYTICS

- Long-term reporting for up to 6 months
- 15-minute data interval
- By venue, by AP, by WLAN, by radio
- Client and AP traffic trending
- Application visibility

- ✓ Big data architecture using Hadoop multi-node clusters
- ✓ Extract, transform load processing
- ✓ Indexed structured reporting for fast access



## ADVANCED REPORTING AND ANALYTICS

- Ruckus Cloud Wi-Fi managed APs can be migrated from or to Ruckus controller-based or controller-less architectures

- ✓ Cloud Wi-Fi runs the same virtual SmartZone controllers that customers can run in their data center
- ✓ Protect all your AP, installation and planning investment



### FEATURE SUMMARY

|   |  |
|---|--|
| <b>Scale</b>  | <ul style="list-style-type: none"> <li>Virtually unlimited number of APs can be supported</li> <li>Clients per AP: refer to AP datasheet</li> </ul>  |
| <b>Employee Wi-Fi</b>                                   | <ul style="list-style-type: none"> <li>PSK (WPA/WPA2), 802.1x/RADIUS authentication</li> <li>SSID scheduling (via mobile app)</li> <li>Per client bandwidth limit</li> </ul>   |
| <b>Guest Wi-Fi</b>                                      | <ul style="list-style-type: none"> <li>Open, PSK, captive portal, social Wi-Fi login (Facebook, Google+, LinkedIn, Twitter), sponsored guest</li> <li>Guest manager (Front desk) admin portal</li> <li>SMS authentication, email and print guest pass</li> <li>SSID scheduling (via mobile app)</li> <li>Free Wi-Fi access with time limit (via mobile app)</li> <li>Per WLAN aggregate bandwidth limit</li> <li>Per WLAN and per client bandwidth limit</li> <li>MAC caching support</li> </ul> |
| <b>RF Features</b>                                      | <ul style="list-style-type: none"> <li>Channel and power control per venue</li> <li>BeamFlex, BeamFlex+, band balancing (between 2.4 and 5GHz radios on the same AP), load balancing (between APs)</li> <li>ChannelFly and background scan</li> <li>Airtime fairness</li> <li>Client isolation</li> <li>Mesh (AP model R310 does not support mesh)</li> </ul>  |
| <b>Traffic Types</b>                                    | <ul style="list-style-type: none"> <li>Only AP and client management traffic is sent to cloud</li> <li>Client data traffic is broken out to local LAN</li> </ul>   |
| <b>Security</b>   | <ul style="list-style-type: none"> <li>All traffic from AP to cloud is encrypted</li> <li>Client data traffic is locally terminated (not sent to cloud)</li> <li>Management data in the cloud is fully encrypted</li> </ul>  |
| <b>Secure Device Onboarding and Device-based Policy</b> | <ul style="list-style-type: none"> <li>Via Cloudpath subscription service (sold separately)</li> </ul>   |
| <b>Long-term Reporting</b>                              | <ul style="list-style-type: none"> <li>Application visibility</li> <li>Complete traffic report (per AP, per SSID, per venue, per radio)</li> <li>Session report</li> <li>Unique client report (tracking 2.4 vs 5GHz clients over time)</li> <li>Duration: up to 6 months (some reports may be restricted to shorter duration)</li> </ul>   |
| <b>Troubleshooting</b>                                  | <ul style="list-style-type: none"> <li>Remotely reboot APs, pull diagnostics information</li> <li>Event logs sorted by venue, SSID, AP, client</li> <li>Alarms generated for AP status</li> </ul>  |
| <b>Mobile App</b>                                       | <ul style="list-style-type: none"> <li>iOS and android native applications</li> <li>Push notifications for alarms (e.g. AP up/down events)</li> <li>Add new APs to venue, add new SSIDs (enterprise or guest), view and modify SSID and passphrase</li> <li>Monitor status of WLAN and clients</li> <li>Customize captive portal content, define custom SSID schedules</li> <li>Monitor and unblock guest Wi-Fi users that have reached free Wi-Fi limit</li> </ul>                              |

|                                    |   |
|------------------------------------|---|
| <b>VAR Delegation</b>              | <ul style="list-style-type: none"> <li>Organizations have the ability to delegate their access credentials to enable Ruckus authorized VAR to manage network</li> <li>Ruckus VAR single sign-on to manage multiple customer networks</li> </ul>   |
| <b>Other Management Highlights</b> | <ul style="list-style-type: none"> <li>SMS, email and mobile push notifications                             <ul style="list-style-type: none"> <li>Network alerts</li> <li>Customer notifications</li> </ul> </li> <li>Google maps integration</li> <li>Import floor plan to venue to visualize physical location of APs</li> </ul>   |
| <b>Cloud Infrastructure</b>        | <ul style="list-style-type: none"> <li>Hosted in USA on world-class IAAS provider with:                             <ul style="list-style-type: none"> <li>ISO 27001 information security certification</li> <li>SSAE-16, SOC 1, SOC 2, and SOC 3 certifications</li> <li>Stringent physical, data access, data disposal security measures</li> <li>Green carbon-neutral facilities</li> <li>Dedicated inter-DC fiber connectivity</li> </ul> </li> </ul>   |
| <b>SLA</b>                         | <ul style="list-style-type: none"> <li>99.9% network availability (does not include planned maintenance including periodic software upgrades and other pre-announced activities)</li> <li>Ruckus NOC (U.S.-based)</li> </ul>  |
| <b>Support</b>                     | <ul style="list-style-type: none"> <li>24x7 chat/online ticketing system/phone support options</li> <li>Support for the Wi-Fi service is included for the term of the subscription</li> <li>AP hardware warranty is covered separately with the AP purchase                             <ul style="list-style-type: none"> <li>Generally, warranty on indoor APs is limited lifetime and on outdoor APs it is 1 year. Refer to the specific AP datasheet for details.</li> <li>Warranty replacement process is return to factory. Ruckus will ship replacement AP after receiving customer's AP.</li> <li>Advanced hardware replacement for each AP is sold separately (SKUs starting with 803-).</li> </ul> </li> </ul>  |
| <b>AP Models Supported</b>         | <ul style="list-style-type: none"> <li>All Unleashed APs (SKUs starting with 9U1)</li> </ul>  |
| <b>Cloud SKUs</b>                  | <ul style="list-style-type: none"> <li>1-year Cloud Wi-Fi license for one AP                             <ul style="list-style-type: none"> <li>CLD-RKWF-1001</li> </ul> </li> <li>3-year Cloud Wi-Fi license for one AP                             <ul style="list-style-type: none"> <li>CLD-RKWF-3001</li> </ul> </li> <li>5-year Cloud Wi-Fi license for one AP                             <ul style="list-style-type: none"> <li>CLD-RKWF-5001</li> </ul> </li> </ul> <p>Note: Subscription starts when the activation email is sent to customer. The start time is the same for all the licenses in the order, e.g., if customer orders 50 x 5-yr subscription, subscription start time is the same for all 50 APs, even if some are installed at a later date.</p> |