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Thai Airways

AIOps transforms network complaints into compliments

Realize automation and unified management with an AI-Native Networking platform.

Learn more →

Industry

Travel

Region

APAC

Overview

Unreliable Wi-Fi impacted employee productivity

With beautiful beaches, rich culture, and fantastic food, Thailand is a travel hotspot. Thai Airways, Thailand's national airline, strives to provide the best possible customer experience as it flies millions of people to and from 65 destinations in Thailand and overseas each year.

To deliver a similarly exceptional digital experience to employees, Thai Airways upgraded its head office with Juniper AI-Native Networking.

Challenge

Thai Airways set a business goal for the network refresh at its Bangkok head office: empower administrative and back-office staff to provide better customer experiences and work efficiently as passenger volumes doubled. But slow, unreliable Wi-Fi was slowing the work of reservations, ticketing, marketing, accounting, and management teams.

"Some days the wireless worked properly and some days it didn't," said Tana Kantipan, head of network and cybersecurity at Thai Airways. "Staff complained about the wireless network to our service desk nearly every day."

As it modernized the infrastructure, IT wanted to unify the management of the wired and wireless networks to improve visibility, control, and security. It sought out an industry-leading, cloud-native network solution that took advantage of AI-native analytics, natural language processing, and automation to simplify network operations and improve user experiences.

Transformation

"Thai Airways chose Juniper as the most innovative and cost-effective network solution to ensure reliable connectivity and deliver an exceptional network experience to support employee productivity," said Kantipan.

The Juniper AI-Native Networking Platform is purpose-built to enable AIOps and assure optimum end-to-end operator and end-user experiences. Trained on over nine years of insights and data science development, the Juniper platform assures that every connection is more reliable, measurable, and secure for every device, user, application, and asset.

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Outcomes

Employee productivity	IT staff productivity	Operational efficiency
500+	**Faster**	**Fewer**
Wireless devices connected to the head-office network	Significantly reduced time to resolve network-related issues	Trouble ticket escalations to tier-3 network engineers

Solution and implementation

Juniper Wireless Access Points

Juniper Mist Wired Assurance

Juniper EX Switches

Juniper Marvis VNA

Juniper Mist Wireless (Wi-Fi) Assurance

Thai Airways is the **first company in Thailand** to deploy Juniper Wi-Fi 6E wireless access points.

Juniper's AI-Native Network unifies operations

Thai Airways is the first organization in Thailand to deploy Wi-Fi 6E using Juniper AP45 wireless access points. Wi-Fi 6E, which operates in the 6 GHz band, delivers high throughput with less network congestion. The airline uses Juniper EX switches for its core, distribution, and access networks.

With Juniper Mist Wireless (Wi-Fi) Assurance and Wired Assurance, the network team has visibility across all devices and can streamline network management. Juniper's Marvis Virtual Network Assistant (VNA) uses natural language processing to quickly identify the root cause of network issues and provide specific recommendations for fixes.

Key takeaways and outcomes

Service desk tickets plummet

"After deploying the Juniper AI-Native Network, our employees' complaints about the network changed to compliments," said Kantipan.

Juniper AI-Native Networking is fast, reliable, and secure. With Juniper's AIOps tools, the IT team can enhance network reliability for a better employee experience, proactively identify and resolve issues, and improve IT operational efficiency.

"We don't need a physical wireless LAN controller in our data center anymore, which **reduces our power, cooling, and data center space** requirements."

Tana Kantipan
Head of Network and Cybersecurity, Thai Airways

- **Precision troubleshooting**

  "Before Juniper, the service desk didn't know why Wi-Fi connections were dropping," Kantipan said. "Now we can ask Marvis VNA questions like 'what users are having problems' or 'where is the client having a problem' to find the root cause and proactively solve the problem."

- **Sustainability contributor**

  The cloud-native Juniper network plays a key role in supporting Thai Airway's corporate sustainability efforts. "We don't need a physical wireless LAN controller in our data center anymore, which reduces our power, cooling, and data center space requirements," he said.

- **Planned expansion**

  With the successful of Juniper's AI-Native Networking Platform at its head office, Thai Airways is looking forward to refreshing the network at its two hubs in Thailand to support the day-to-day activities of airport operations.

More information

More information

To learn more about Juniper AI-Native Campus and Branch Solutions, visit our website at https://www.juniper.net/us/en/campus-and-branch.html

To learn more about Juniper Mist AI in Action demo, visit https://www.juniper.net/us/en/forms/2024/on-demand-demo-for-ai-native-networking-platform-campus-branch.html

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