



A SMART WORKPLACE AND INDOOR INTELLIGENCE SOLUTION

Enabling location-aware, mobile-first, contextual interactions in the workplace through a feature-rich employee app and location-based services

Challenge

As more technologies come online to fulfill hybrid workplace use cases, employees and operations become inundated with app overload and complex technology stacks. They need a one-app solution that delivers a unified experience, combats app fatigue, and improves employee engagement.

Solution

The CXApp Smart Campus App with Juniper Mist Location-Based Services delivers a consolidated approach to a frictionless workplace. Enterprise companies can combat app fatigue and reduce siloed applications by more than 50 percent.

Benefits

- A single digital front door to the campus
- One app across all teams, buildings, and locations
- Unified communications system with real-time alerts
- On-the-go, location-aware messages, navigation, and interactions
- Integrations with more than 75 partners and workplace technologies to improve the hybrid workplace experience

The average corporate campus encompasses dozens, if not hundreds, of points of interest and access points, including conference rooms, dining areas, lobbies, offices, fitness studios, and collective workspaces. Often first-time visitors to these campuses and even employees find the different areas difficult to locate. Innovative technologies like location services and indoor navigation paired with a mobile app can help everyone navigate large spaces successfully and realize improved workforce experiences

The Challenge

Companies want to incorporate next-generation technologies that bridge digital touchpoints and physical spaces across their corporate campus. When they can do this, they create workplace experiences that are smart, automated, contextual, and relevant.

The CXApp Smart Campus App brings digital touchpoints, physical spaces, and devices around the workplace together in one mobile app, supported by location-based services. Employees gain anytime, anywhere access to workplace tools that make it easier to navigate and engage with a distributed workforce.

The Juniper Mist and CXApp Solution

The CXApp Smart Campus App has integrated with Juniper Mist location services to provide location-aware mobile experiences. The mobile app provides employee experiences that are both immersive and contextually relevant to each individual user.

The combination of CXApp Smart Campus App and Juniper Mist™ Location-Based Services enable location-specific use cases for the workplace. Live maps, for example, are available that allow employees to explore the surrounding space. Turn-by-turn navigation ensures employees get to meetings and key locations on time, and they can receive emergency notifications through one comprehensive channel.

By integrating live Juniper Mist mapping, location awareness, and contextual communications inside The CXApp platform, on-site experiences become more personalized for each user. Workforces can transform the way they move and interact with their physical environments.

Features and Benefits

Juniper Mist and The CXApp, An Inpixon Company, are delivering AI- powered workplace experience technology for the future of work. The CXApp Smart Campus App powers the hybrid workplace, equipping employees with tools to manage their workday at home, on-site, and on-the-go. Together, Juniper Mist and CXApp have created a consolidated approach to a frictionless workplace ecosystem.

Industry-leading features include:

- **Company information.** Employees can view and access office amenities, perks, events, dining and more. Anything related to the company (and location-specific campus for that employee) is served up directly in the mobile app creating a connected workplace experience for people, places, and things.
- **In-app desk booking.** Employees can use the desk booking and conference room reservation features to reserve a workstation that matches their unique daily or weekly work needs. Desk hoteling, office hoteling, and hot desking are made easy through one single app that can be accessed on the go. Employees no longer need other types of booking software and hardware such as touchpads and kiosks. The app is compatible with near-field communication, beacon, and sensor technologies for better reporting and occupancy insights.
- **Maps and indoor navigation.** Employees can easily find their way across multiple buildings and floors with live wayfinding and blue dot experience. This is increasingly important for a distributed a hybrid workplace, where employees come and go and occupy different workstations, making it easy and effortless for them to navigate across dynamic spaces and key locations.

For operations staff and IT, the integrated solution provides:

- One scalable platform to manage operations
- World-class monitoring and platform security
- Campus data and spatial and engagement insights
- Integrations with existing technology stack

With the Juniper Mist and CXApp solution, the hybrid workplace can realize:

- A SaaS solution that keeps costs low by leveraging the software across multiple locations
- People, places, and assets connected across campus locations
- Empowered employees who control their in-office and on-the-go work settings
- Meaningful, contextual experiences based on who you are and where you are

Solution Components

The CXApp Smart Campus App and CXApp Platform

The Smart Campus App is the connection point for every employee in the workforce. Machine learning, IoT, and AI make it possible for buildings and physical spaces to become more aware of other devices and people within the walls. The data, location-aware infrastructure, and mobile profiles create remarkably personalized content and experiences that set the standard for the future of work.

The CXApp platform has many use cases for employee and tenant engagement, over 189 base features, and more than 70 integration partners. The SaaS model is built for scalability across people, places, and things.

The CXApp solution includes the following features:

- One mobile app portal gives employees a single-entry point to their workplace experiences.
- Company information and news provide real-time updates, notifications, news, and multi-media content.
- Location-aware interactions trigger timely and contextual experiences, content, and communications for on-site interactions and wayfinding.
- Desks and spaces support in-app scheduling of desks, conference rooms, and other bookable spaces with real-time occupancies via sensors and beacons.
- Touchless environments support employee health, security, and a connected workplace by automating routine tasks.

Juniper Mist AI-Driven Solutions

With Juniper Mist cloud services, all wireless deployment, operational, and management functions are handled via the Mist cloud, and it delivers the following Wi-Fi and virtual Bluetooth LE services:

- Juniper Mist Wi-Fi Assurance includes user service levels, anomaly detection, automated event correlation for troubleshooting, dynamic packet capture, policy configuration, guest WLAN access, and more.
- Marvis Virtual Network Assistant provides natural language queries with integrated help desk functionality for rapid and simple root cause determination and problem resolution while realizing the self-driving network with its Marvis Actions framework.
- Juniper Mist User Engagement pushes location-based information to mobile users, such as turn-by-turn directions and proximity notifications.
- Juniper Mist Asset Visibility finds high-value resources such as shipping pallets, wheelchairs, security personnel, and more.
- Juniper Mist Access Points are deployed on premises for Wi-Fi, BLE, and IoT access.

Summary—Creating a Frictionless Workplace Experience

The CXApp and Juniper Mist solution enhances workplace experiences through personalized and connected on-site journeys. The integrated solution is customizable and scalable across multiple locations and programs, and it delivers mobile-first interactions for employees whether they are working on-site, in transit, or on the edge.

Next Steps

To learn more about the joint Juniper Mist and CXApp solution, contact your Juniper Mist or CXApp representative, or visit www.thecxapp.com/campus and www.juniper.net.

The CXApp, An Inpixon Company

The CXApp, An Inpixon Company, is a mobile solution for digital workplace experience and employee engagement, driving mobile-first engagement through smart, personalized, and connected on-site journeys.

Inpixon is an indoor data company. Our Indoor Intelligence™ platform and patented technologies empower users to harness the power of indoor data to create actionable intelligence. We specialize in capturing, interpreting, and visualizing indoor data to make indoor spaces smarter, safer, and more secure.

For more information, visit: www.thecxapp.com/campus

About Juniper Mist

Mist built the first AI-driven Wireless LAN (WLAN), which makes Wi-Fi predictable, reliable, and measurable and enables scalable indoor location services like wayfinding, proximity messaging and asset visibility. In addition, Mist's AI technology plays a key role in bringing automation and insight across the full IT stack, delivering seamless end-to-end user experiences and substantial IT cost savings. In 2019, Mist was acquired by Juniper Networks. The deal will enhance Juniper's enterprise networking portfolio by combining Mist's next-generation Wireless LAN (WLAN) platform with Juniper's best-in-class wired LAN, SD-WAN, and security solutions to deliver unsurpassed end-to-end user and IT experiences. For more information, visit www.juniper.net.

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