

## Highlights

### Full Stack Management

- Native cloud management for Wi-Fi, Switching, and SD-WAN unified networks 360

### Dashboards and Insights

- Machine Learning derived insights drive a comprehensive visual dashboard of location, devices, and users

### Network Health

- Real-time and historical view of client and device health with built-in remediation tools

### Application Visibility and Control

- Visibility and control of application usage for professional and recreational applications and network services

### Comparative Analytics

- Anonymously compare operational and performance-based metrics to those of other organizations of a similar size and vertical

### Auto-Provisioning

- With zero-touch deployment, automatically apply configuration policies



## ExtremeCloud™ IQ

Machine Learning and AI-driven Wired and Wireless Network Management Offering Intuitive Configuration Workflows, Real-Time and Historical Monitoring, Comprehensive troubleshooting and integrated network applications

ExtremeCloud IQ is an industry-leading and visionary approach to cloud-driven networking, built from the ground up to take full advantage of Extreme's end-to-end networking solutions. ExtremeCloud IQ delivers unified, full-stack management of wireless access points, switches, and routers and enables onboarding, configuration, monitoring, troubleshooting, reporting, and more. Using innovative machine learning and artificial intelligence technologies, ExtremeCloud IQ analyzes and interprets millions of network and user data points, from the network edge to the data center, to power actionable business and IT insights, and deliver new levels of network automation and intelligence.



### Built to Suit Your Business Needs

**Extreme Elements** are the building blocks that allow you to tailor your network to your specific business environment, goals, and objectives. They enable the creation of an Autonomous Network that delivers the positive experiences and business outcomes most important to your organization.

Combining architecture, automation, and artificial intelligence, Extreme Elements enable you to ensure that your users get what they need — when and where they need it. Providing these superior user experiences is as simple as mixing and matching the right elements.

Learn more at <https://www.extremenetworks.com/extreme-elements/>.

ExtremeCloud IQ™ operates on Extreme’s fourth generation Cloud Services architecture, capable of supporting millions of infrastructure devices and hundreds of millions of clients per Regional Data Center. All Extreme Cloud Services components are hosted in secure SOC Type 1 data centers with 24/7 monitoring, scheduled backups, and built-in disaster recovery capabilities. The ExtremeCloud IQ offers rapid feature velocity, increased availability, and advanced flexibility desired for modern access network management.

Extreme Cloud Services also provides a full suite of cloud-optimized open APIs for developers to create 3rd party applications and user experiences including user onboarding mechanisms, proximity-based services, presence and location analytics, and more.

Deployment options include Public Cloud, Private Cloud, and a Local Cloud solution.

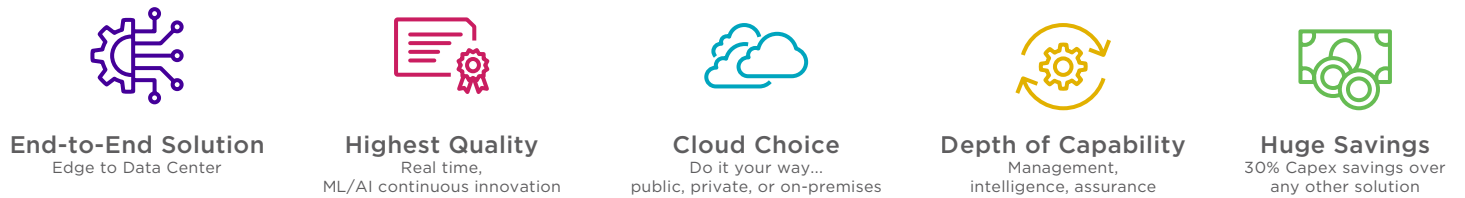


Figure 1: The ExtremeCloud Difference

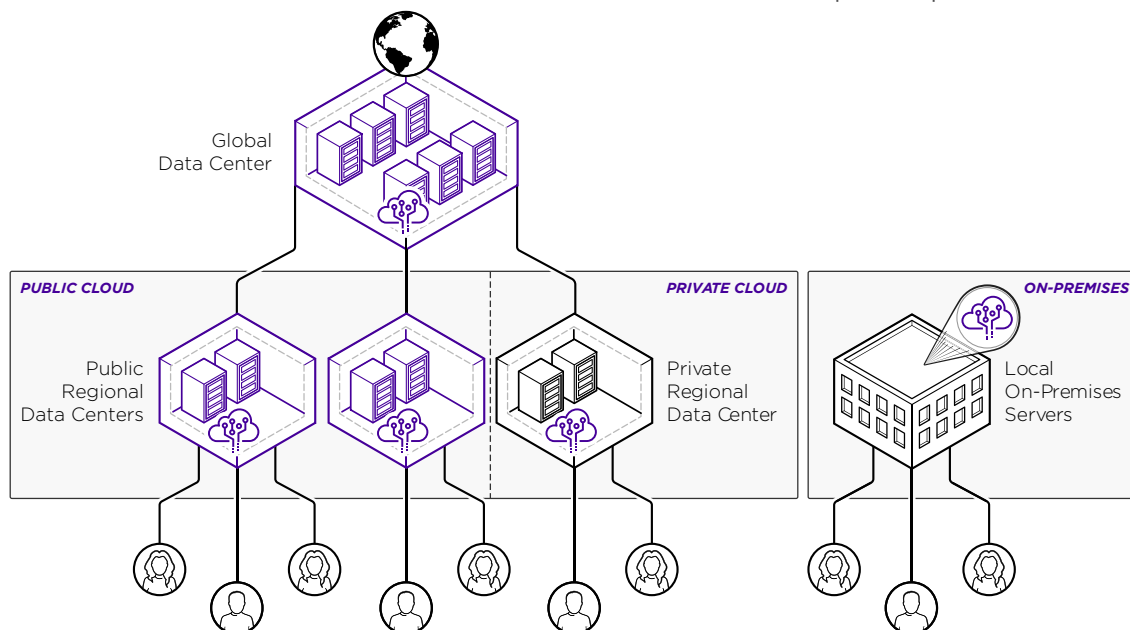
## Deployment Choices

Extreme offers three cloud deployment options – Public, Private or On-Premises – that support one goal: to provide you with maximum flexibility, continuous innovation, and a consistent user experience. More so, our 100% software-centric architecture is Cloud-Hosting agnostic, supporting AWS, Google, MSFT and more.

- **Public Cloud:** Extreme provides access to a hosted service which removes infrastructure management and costs, provides data privacy and protection, unmatched reliability, and continuous delivery of innovations.









- **Private Cloud:** Private Cloud: For businesses who want or need to isolate management services in their own controlled environment, Extreme packages ExtremeCloud IQ into a private cloud offering which enables the same services as the public cloud (e.g. ML, AI, data stores etc.) all hosted within customers’ or partners’ private cloud instance.
- **On-Premises:** The on-premises option provides Extreme’s cloud service in a format which can be hosted on-premises at your site.

Regardless of which option you choose, ExtremeCloud IQ offers the same capabilities and feature sets. More so, as your requirements change, so too can your deployment – there is no need to rip and replace.



## Your Network. Your Way. Complete Solution Flexibility with ExtremeCloud IQ™

Through value-based licensing/SaaS tiering, Extreme Networks is making it even easier for you to grow as you go, both in a technical and commercial sense. We offer the most flexible, feature-rich, application tiers tailored to every business, budget, and IT needs, that delivers the management, intelligence and assurance your business requires.

	ExtremeCloud™ IQ Connect	ExtremeCloud™ IQ Pilot	COMING SOON ExtremeCloud™ IQ Co-Pilot	COMING SOON ExtremeCloud™ IQ Auto-Pilot
Availability	 PUBLIC	   PUBLIC PRIVATE LOCAL	  PUBLIC PRIVATE	  PUBLIC PRIVATE
Feature Set	Free device management for access points, switches, and routers	<b>EVERYTHING IN CONNECT, PLUS:</b> Advanced infrastructure management, reporting, and remediation tools	<b>EVERYTHING IN PILOT, PLUS:</b> Machine Learning-derived insights and intelligence	<b>EVERYTHING IN CO-PILOT, PLUS:</b> Advanced Actionable AI
Unique Features	<ul style="list-style-type: none"> <li>• Device onboarding</li> <li>• Guided Configuration</li> <li>• Centralized Management</li> <li>• Wi-Fi Planner</li> <li>• Basic Monitoring Tools</li> <li>• Essential Security</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced Topology View</li> <li>• Troubleshooting Heuristics</li> <li>• Contextualized Optimization</li> <li>• Role Based Profiling</li> <li>• Advanced 360° Reporting</li> <li>• Comparative Analytics</li> </ul>	<ul style="list-style-type: none"> <li>• Supervised ML Insights &amp; Tuning</li> <li>• Automated Bug Fixes</li> <li>• ML Issue Resolution</li> <li>• Automated RMA</li> <li>• Advanced NAC Integration</li> <li>• Multi-Cloud Support</li> </ul>	<ul style="list-style-type: none"> <li>• AI Configuration</li> <li>• AI DFS Optimization</li> <li>• AI-Driven Quarantine</li> <li>• AI Segmentation</li> <li>• AI Anomaly Detection</li> <li>• AI WIPS</li> </ul>

- **ExtremeCloud IQ Pilot** is the primary deployment mode for ExtremeCloud IQ, and is targeted at organizations that require enhanced policy enforcement, visibility, reporting, and advanced configurations. It is a simple and seamless upgrade from Connect to Pilot. Pilot delivers configuration and management of infrastructure devices at scale including advanced policy, advanced segmentation, advanced troubleshooting, advanced guest, advanced SSH, etc.
- **ExtremeCloud IQ Connect** is our base level tier. It provides subscription-free cloud management for supported devices, enabling organizations to deploy enterprise-grade connectivity with basic network management.
- **ExtremeCloud IQ Co-Pilot** unlocks additional machine learning tools, multi-cloud support, self-remediation, and automated configurations and software management. For example, the “Instant Context” capability reduces the volume of context-gathering activities required for support calls to near zero by implementing a machine learning-driven, intelligent support chat window that collects real-time and historical information about a device or client through input or drag-and-drop functionality.
- **ExtremeCloud IQ Auto-Pilot** utilizes the latest in AI techniques to further optimize network performance and protect your organization from growing threats such as IoT. It delivers cloud-driven Artificial Intelligence actions that proactively replace problematic infrastructure devices (i.e. Auto-RMA-Action), change infrastructure device configurations (i.e. Auto-DFS-Action), fix known bugs (i.e. Auto-BugFix-Action), advanced ML/AI-insights and trends over time, etc.

# Product Specifications

## Simplified Deployment

- Customer self-service sign-up
- Guided workflow for network policy deployment
- On-screen step-by-step guided configuration
- RF planner with map import and export
- Design with simulated APs on RF Planner map, then seamlessly swap these for real APs when deployed
- Devices automatically connect to ExtremeCloud IQ for provisioning
- Devices auto-provision with network policy and firmware updates

## Centralized Configuration

- Guest Access functionality
- Device templates for switches, routers and APs
- Act as RADIUS server or RADIUS proxy, and as DHCP server
- Centralized view of all configuration objects
- Ability to bulk edit device properties
- Ability to schedule firmware upgrade
- Command Line Interface (CLI) access to Extreme devices
- Active directory/LDAP
- IPv6 support
- Syslog and SNMP server configuration
- Auto-provisioning
- Configuration audit, backup, restore, import and export
- Support for Extreme VPN gateway (VG-VA)
- Multi-tenant capability: supports multiple virtual organizations

## Centralized Policy Management

- Device classification by location and timezone
- Customer application definition
- Client classification by location, OS type, MAC address
- Multiple user profiles for each SSID
- Time-based firewall and QoS policy
- Application, network and MAC layer firewall policy rules
- WIPS policy for rogue AP detection and mitigation

## Security and Privacy

- ISO/IEC 27001 certified for Information Security Management Systems (ISMS)

Note: ISO-27017 and 27701 to be added in future release

- Role-based access control
- Customer and network data is private and secure
- No customer data traverses ExtremeCloud network
- SSO for ExtremeCloud™ IQ administrators via SAML
- Optional multi-factor authentication with Google Authenticator for administrators
- EU General Data Protection Regulation (GDPR) features including:
  - Search for, download and delete personal data for specific users
  - Creation of reports to document the above actions

## Dashboard

- Graphical widgets and status cards with drill-down capabilities
- Time-range slider on dashboard for historical view
- 360° views of Extreme network policies, AP, client devices, users and apps
- Global search function by network policy, MAC address, serial number, user, hostname or application name
- Unlimited retention of historical data for monitoring and reporting usage
- Interactive Network Summary Report with easy sharing
- Savable contextual filters by location, SSID, policy, user, profile and client OS type
- Comparative Analytics to anonymously compare operational and performance metrics against other cloud customers of a similar size and industry

## Guest Access

- Onboarding and management of visitor and employee personal devices (BYOD)
- Provides multiple onboarding workflows via Captive Web Portal, Kiosk app and Guest Check-In applications
- Private PSK (PPSK), 802.1X (RADIUS) and PSK authentication
- Supports 3rd party and customized CWP's including HTML upload for added deployment flexibility

## Troubleshooting

- Client 360° behavioral analysis; real-time and historical network performance monitoring and optimization
- Help-desk optimized interface with problem summary and suggested remedy
- Dedicated Helpdesk user role
- Real-time troubleshooting with probe messages and stage filters

- Historical troubleshooting with automatic issue detection
- Mark issue resolved or escalate issue with email notification
- Built-in Command Line Interface (CLI) and remote SSH
- RADIUS test
- AP technical data download
- VLAN probe tool for simplified troubleshooting of the wired network
- Optional packet capture analysis with partner solution (CloudShark)

### Monitor

- WIPS history report
- Drill-down capability from client list to client 360° view
- Device list with rich utilities for advanced configuration and investigation
- Real-time client list with SNR, RSSI, data usage and connection status
- Savable and reusable filters shared across dashboard and monitor
- Alarm and event lists with historical and real-time data
- PCI DSS 3.2 compliant reporting
- Rogue AP and rogue client monitoring
- Real-time data for connection clients and users
- Google Maps integration and navigation with floorplan upload capability

### Supported Languages

- English, German, Spanish, French, Italian, Japanese, Korean, Portuguese, Chinese

### Reliability

- Data centers with SOC Type 1 compliance (formally SAS 70 and/or SSAE 16), Type 2 and 3 compliance
- High availability with disaster recovery and redundancy
- 99.99999% Uptime SLA (excluding maintenance windows)
- Scheduled backups
- 24x7 monitoring Warranty

## Security and Operation

- Accounts are password protected and accessed via secure SSL
- Management traffic is encrypted and restricted using industry-proven CAPWAP protocol over HTTPS
- Out-of-band operation ensures no customer data traverses Extreme's Cloud Services
- Single-Sign-On (SSO) to ExtremeCloud IQ for administrator accounts
- Multi-Factor authentication with Google Authenticator for administrator accounts
- Multi-tenant architecture with secure account separation
- Centralized monitoring and management
- Integrated RBAC to delegate select ExtremeCloud IQ roles and permissions to different administrators
- VAR and partner management capabilities including account provisioning and maintenance
- ExtremeCloud IQ connectivity does not impact network operations servicing end-users

# Ordering Information

## ExtremeCloud™ IQ Subscriptions

Category	Model Number	Model Description
Public Cloud Subscription	XIQ-PIL-S-1C	ExtremeCloud IQ (formerly HiveManager) Public Cloud Subscription for one (1) Device or 3 ATOMS, includes 1 year Global Select Support: phone, SW & Support Portal, Hardware Advanced Replacement.
On-Prem Subscription	AH-NGOP-SL-1Y	ExtremeCloud IQ (formerly HiveManager), includes 1 year Global Select Support: phone, SW and Support Portal, Hardware Advanced Replacement. SW is delivered via download . Can be used with XIQ On-Premises Subscription SKU or XIQ Perpetual SKUs.
XIQ Pilot On-Premises Perpetual RTU	XIQ-PIL-P-OP	ExtremeCloud IQ Pilot Perpetual License On-Premises for one (1) device or 3 ATOMS.
VG VA	AH-VG-VA	VG-VA, VPN Gateway Virtual Appliance (Not Supported in Connect)
HiveManager NG Appliance	AH-HMNG-SVA	ExtremeCloud IQ (formerly HiveManager) NG Virtual Appliance. SW is delivered via download. Can be used with ExtremeCloud IQ (formerly HiveManager) NG Subscription SKUs or ExtremeCloud IQ (formerly HiveManager) NG Perpetual License SKUs.

## Warranty

As a customer-centric company, Extreme Networks is committed to providing quality products and solutions. In the event that one of our products fails due to a defect, we have developed a comprehensive warranty that protects you and provides a simple way to get your product repaired or media replaced as soon as possible.

Software warranties are ninety (90) days and cover defects in media only. For full warranty terms and conditions please go to [extremenetworks.com/support/policies](http://extremenetworks.com/support/policies).

## Service and Support

Extreme Networks provides comprehensive service offerings that range from Professional Services to design, deploy and optimize customer networks, customized technical training, to service and support tailored to individual customer needs. Please contact your Extreme Networks account executive for more information about Extreme Networks Service and Support.

## Additional Information

For additional technical information on ExtremeCloud IQ, please go to [extremenetworks.com/extremecloud-iq](http://extremenetworks.com/extremecloud-iq).



<http://www.extremenetworks.com/contact>

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