

Leveraging the AI-Driven Enterprise to Support Contact Tracing

User Safety is Key to Business Continuity Planning

Many enterprises have comprehensive business continuity plans to ensure key systems survive a crisis. But protecting equipment and data is not enough... you also need a plan for reducing potential risk for employees, guests, and customers when the doors to your business reopen.

The recent COVID-19 pandemic has created a new norm where “user continuity” has become a top IT initiative in support of new business continuity plans. More specifically, IT departments are taking the lead in helping their businesses address key questions like:

- If someone has identified themselves as positive for a virus (or exhibiting symptoms), with whom did they recently come in contact?
- What areas within the office campus did they visit? How long were they there?
- Are there certain areas on campus (i.e. “hot zones”) that are more susceptible to spreading a virus?

- Can proactive actions be taken to prevent unnecessary contact?

Mist has a unique and powerful solution for promoting personnel and guest safety as part of your comprehensive business continuity plan. It leverages AI-driven analytics, self-driving Wi-Fi, and patented virtual Bluetooth® LE (vBLE) technology to enable seamless and cost-effective deployment of mission-critical use cases, such as hot zone alerting, user journey information, and proximity tracing to help minimize any further exposure.

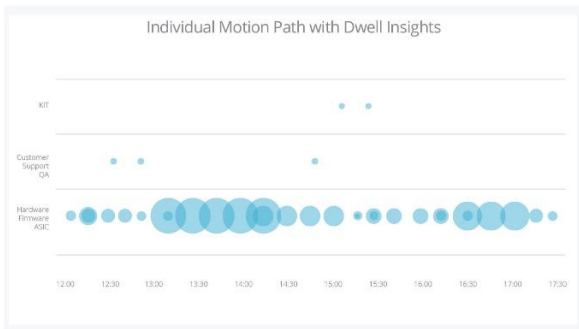


Data Privacy and Trust

Protecting customer data is mission critical to Mist, a Juniper Company, as is helping customers address privacy compliance regulations. Mist empowers customers by providing them information regarding data processing activities and implementing privacy tools and security features to put customers in control of what data they want to process to optimize their IT networks and support business continuity initiatives. In a time when supporting privacy and trust are of paramount importance to contribute to broader solutions, Mist enables customers to build on the trust they've earned from their personnel and guests and help keep them safe while maintaining the privacy they expect.

No personal health information is collected or stored by Mist. The identification of individuals who have tested positive for Covid19 is the responsibility of the customer. Mist does not require access to an individual's health information in order to provide location information. Mist provides customers with the tools to track an individual's location in a de-identified manner.

Supporting information on Mist's privacy policies is available [here](#).



Journey Mapping

View historical traffic patterns and dwell times for individuals who have reported testing positive for Covid-19 – from the moment they came onsite to their departure.

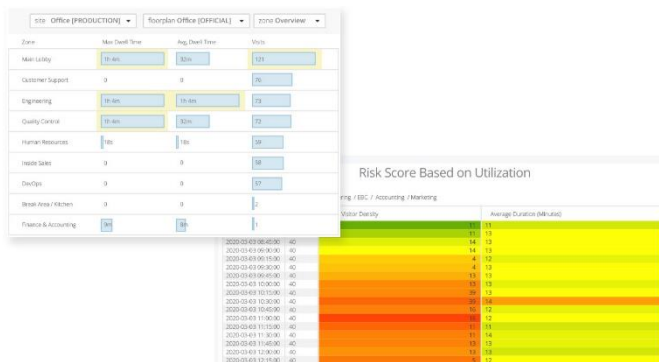
Note: This is based on the ID of a device, badge, or mobile application. Specific user identities are only associated with these IDs when a) the customer has issued the device or badge using some or all of a person's name in the device identification (e.g., J.Smith's laptop), or b) for personal devices, when the end user has chosen to use his/her name on the device (e.g., Jim's iPhone). Mobile applications using the Mist SDK only collect data as configured by the customer and transmit data directly to the customer – Mist does not process or store the data except for location information.

Time	Zone Name	# of Devices Near by	Devices Close by
2020-03-03 11:00:00	Hardware / Firmware / ASIC	11	Galaxy A20, Galaxy S8, iPhone 8, TC60x-55689900, ThinkPad G1,
2020-03-03 11:10:00	Customer Support / QA	11	Galaxy A20, iPhone XR, MBPro Late 2016, ASUS ZenBook S15, Ma
2020-03-03 11:15:00	Customer Support / QA	14	iPhone 11, Galaxy S7, AppleWatch3, TC60x-55689900, Macbook
2020-03-03 11:15:00	Customer Support / QA	14	Galaxy S8, LenovoThinkPad X1, iPhone 11, Galaxy A20, MPro, Th
2020-03-03 11:30:00	Engineering / EBC	4	Lenovo Yoga920, iPadPro-11, Galaxy S8, iPhone X, MacBookAir, P
2020-03-03 11:45:00	Engineering / EBC	4	iPhone X, iPhone 11, Galaxy S8, ThinkPad P1, AppleWatch 3S, MB
2020-03-03 12:00:00	Engineering / EBC	13	Galaxy S8, iPhone 11, ThinkPad G1, ASUS ZenBookPro Duo, Think
2020-03-03 12:15:00	Hardware / Firmware / ASIC	13	Galaxy S8, iPhone X, iPhone 8, ThinkPad G1, iPhone 11, MBPro La
2020-03-03 12:15:00	Hardware / Firmware / ASIC	39	iPhone X, iPhone X, Galaxy S8, ThinkPad P1, ThinkPad K1, MBPro
2020-03-03 12:15:00	Hardware / Firmware / ASIC	29	Galaxy S8, ThinkPad P1, ASUS ZenBook 14, MacBook Air, iPhone
2020-03-03 12:45:00	Engineering / EBC	16	Galaxy A20, Galaxy S8, TC60x-55689900, ThinkPad P1, MBPro Lat
2020-03-03 13:00:00	Customer Support / QA	16	Galaxy A20, iPhone 11, TC60x-55689900, HP Envy x360, iPhone 8
2020-03-03 13:00:00	Engineering / EBC	11	iPhone 11, Galaxy S8, iPhone X, ThinkPad P1, MBPro 2019, iPhon
2020-03-03 13:00:00	Engineering / EBC	11	LenovoG90s, Galaxy S7, iPhone 11, ThinkPad P1, MacBookAir, iPh
2020-03-03 13:15:00	Engineering / EBC	13	Galaxy A20, Galaxy S8, ThinkPad P1, Galaxy S11, Galaxy S10 Plus
2020-03-03 13:45:00	Hardware / Firmware / ASIC	13	Galaxy A20, Galaxy S8, HP Spectre x360, iPhone XR, iPhone 11, M
2020-03-03 13:45:00	Hardware / Firmware / ASIC	5	AppleWatch S4, iPhone X, Galaxy S8, MacBook Air, ThinkPad P1, I
2020-03-03 14:00:00	Hardware / Firmware / ASIC	5	iPhone 10, Galaxy S7, AppleWatch S4, TC60x-55689900, MBPro La
2020-03-03 14:15:00	Engineering / EBC	20	Galaxy A20, Galaxy S8, iPhone XR, TC60x-55689900, ThinkPad P1,
2020-03-03 14:30:00	Engineering / EBC	20	Lenovo Miix 520, Galaxy S7, iPhone X, ThinkPad P1, MacBook Air,
2020-03-03 14:45:00	Hardware / Firmware / ASIC	13	iPhone X, Galaxy S8, iPhone X, ThinkPad P1, MacBook Air, iPhon

Proximity Tracing

Quickly identify the proximity of users who have reported testing positive for Covid-19 to other team members.

Note: This is based on the ID of a device, badge, or mobile application. Specific user identities are only associated with these IDs when a) the customer has issued the device or badge using some or all of a person's name in the device identification (e.g., J.Smith's laptop), or b) for personal devices, when the end user has chosen to use his/her name on the device (e.g., Jim's iPhone). Mobile applications using the Mist SDK only collect data as configured by the customer and transmit data directly to the customer – Mist does not process or store the data except for location information.



Hot Zone Alerting

Disperse or divert traffic away from congested areas with real-time, location-based alerting. View trends over time to identify troublesome areas for proactive actions.

Note: This is done based on quantity of devices and their locations, not based on individual identities

To learn more, contact your Juniper sales rep at CDW at: CDWsales@juniper.net

