(1) How Juniper Networks is revolutionizing networking with automation and AI -

Transcript:

(00:06) good morning everyone all right how is everybody doing a lot of partying last night so as the CEO of Juniper Networks let me start with what CEO means so I'm responsible for products engineering marketing Cloud operations core Market strategy to name a few things so you can probably guess Automation and AI somewhat important to me Juniper Networks Gary give a great great introduction Juniper network is an Enterprise networking company we are the leader in Cloud delivered AI power networking in many ways our mission is very simple

(00:50) how do we provide simple networking how do we make networking simple for our operators and how do we make the end user experience flawless when you go on Zoom when you go on teams when you go to your business applications how do you make sure that the networking performance and the application performance is Flawless so that you don't blame the Wi-Fi so today before I jump in I was listening to the Keynotes yesterday petrograss Energy company Key Bank Financial GSK Pharma one common underlying theme I saw across

(01:29) all of those presentations was how much technology is Paramount to making things happen automation area of course but technology as a whole is transforming those companies so today I'm giving a slightly different perspective as a technology company how does technology automation AI come and play into Juniper but before that I want to touch an important topic when I I'm in the boardroom when I am in a CEO staff table the conversations have been changing over the last few years and I want to give you a perspective of how Automation

(02:02) and AI are shaping those conversations let me start with that so times are changing if there's one thing Kobe taught us it's that we need to be adaptable things are constantly changing and when there is change you're not having a whole lot of comfort and you know growth and comfort doesn't go they don't go together typically so there is a lot of retooling the CEOs they're thinking about retooling while managing risk across adaptability predictability and resilience so that is Paramount for many of the

(02:41) CEOs they're also reimagining rethinking the way they work for instance everything from development to delivery needs to be a seamless flow of resources never in the history of work has people been you know or CEOs been thinking about this kind of seamless flow of work or resources and look at the Gen AI sea change the way we work is changing the way we operate is changing the way we code is changing the way we do customer service is changing so you better get on this bandwagon and it is also going to fundamentally

(03:20) change the basis of competition and if I picked up a few things from GSK presentation yesterday how they are fundamentally changing the basis of combination against other Pharma companies is very evident and hopefully all of you picked up on that last but not least digital transformation it's a it's a overused word or I can tell you three years ago in the covet in the before covet for instance when you ask a CIO or a CEO what's the pace of your digital transformation across various verticals and amalgamate all of that stuff

(03:49) together the answer was over the next three to five years we'll completely digitally transform our business kovit came and the answer became the next three months so the one thing which everybody has to watch out for is not to snap back to Old Times so that's something which we need to guard against because it's very easy to get pulled back into the the Monday so you've got to look forward push forward another context everybody knows a 10x developer show hands there's a future of hands a 10x

(04:25) developer is a developer who is 10 times more productive than the average developer in the same sort of vein Bain and Company did an exercise with a lot of CEOs and they came back with a 10x company or a 10x leader what do those what do those leaders exhibit so clearly leadership and culture which is not a surprise to many of you if you have a CEO with the growth mindset which is a fixed mindset the company is going to do really well if you're going to look at pushing the boundaries if you're going to look at

(04:56) things to adapt and change they're going to do really well but the other things are not so evident gen Ai and aaml this has become a top priority for the CEOs customer channels consolidation making it all seamless from the end user perspective the race is to get the end user and make it as simple as possible from a almost consumer-like simplicity so when you do that you need to have the customer channels integrated so the companies who do this better they're going to be the 10xl companies automation right from RPA to intelligent automation

(05:33) various levels of automation is Paramount for every company to be successful last but not the least data management a little motherhood and apple pie when you say data management Master data you know single data Lake you know or if you have multiple data Lakes how do you make sure they come together but the underlying thing is very simple in this new world data is King which means that the more data you have the more algorithms and insights you can run on top of it and the more you will know how your customers are behaving what the

(06:05) customers really need which is what they ask you and more importantly you know the problems in your customer install base before it happens so you have this absolute ability to be intimate with the customer because the data gives you the insights and the customer is happy and what do happy customers do they talk to other customers so happy customers breed other happy customers which means more data more data means more insights that's a virtuous cycle which is absolutely Paramount for any company it doesn't matter which discipline which

(06:38) vertical your customer intimacy that data is going to be viral coming back to an operational person or a CIO what does this all translate to in terms of the shifting agenda well you can clearly see a shift the Reds and the greens are pretty damn evident things on on-prem devices the old ways of doing things people are moving away from that more investment in AI gen AI security and everything going Cloud delivered so this is the shift that is happening and this is courtesy BCG Boston Consulting Group but it clearly tells you

(07:18) where the world is going so when you hear this from The Boardroom from the CEO roundtables and all that stuff one thing is pretty clear you can't do the same thing as you've been doing before Albert Einstein said it really well if you want to change you've got to rethink and so rethinking is Paramount and for rethinking Automation and AI is Paramount so that's kind of a backdrop from the the boardroom so as to speak and now I'm going to jump into specifically networking a technology company and how it's adopting automation

(07:59) every company is Shifting every company is changing every every sector is you know having a sea change networking is no different many of you know of networking as this complex thing which you know a lot of you know certified engineers and phds need to figure out before the network comes in up and running well that's your dad's Network to quote Captain Kirk since we have a Star Trek theme starting from yesterday the new network is going to be one where things are going to be self-configuring self-healing

(08:32) things are going to be Flawless in their experience you get the consumer grade Simplicity with the Enterprise scale so that's where networking is going end user experience nobody should compromise on your end user experience you shouldn't blame it on the Wi-Fi you shouldn't blame it on the wired Network you shouldn't do any of that stuff and security should not be an afterthought a lot of cases security has been an afterthought data in motion just like data and rest needs to be inherently secure

(09:03) and last but not least we are in this day where we need to be caring for the planet to you know especially given all what's happening across the world every technology company every company in the planet has a responsibility to do its part in sustainable networking so those are the important ships from a networking perspective now how do we achieve that and points for you if you can pick the areas where Automation and AI are super important in these big picture things so first and foremost Cloud simplicity

(09:37) let me explain what this is I call this day minus one you know before you start deploying a network you know you think about the design now you have a digital twin you have a twin of the network you're going to create so that's a new thing in this world because you actually can model everything before you actually do the network so that's possible because of AI and automation after that when you get the first shipment of a device and you connect it to your whatever ethernet Jack or the Wi-Fi or whatnot

(10:10) all you do is scanning a QR code and magically from the cloud all the configurations come in you actually deploy the entire network and the network is up and running this is the new network and on top of it when the network is up and running a few days few months pass by when problems happen you are able to proactively solve this problems with the AI driven assurance this is what I call as D2 one of her large customers Civ is now after deploying the Juniper network has been able to say this they've been able to eliminate 90 of

(10:48) their I.T networking trouble tickets by just going to the AI power Network and this is possible because of the AI capabilities and automation capabilities we put in within networking but also in the ecosystem where in intelligent automation platform can help us with last but not least many of you may know Juniper as a company who predominantly started off with service providers you know Telco customers we used to sell to like 10 or 15 Telugu customers largely bespoke and now it's a thriving Enterprise company selling to 25 000

(11:21) different customers this needs repeatability this needs a scale this needs a velocity which is unprecedented and automation is the only way to deal with that velocity so let me just take you back to some of the areas where we actually used automation anywhere capabilities over the last three years first of all you know every every element we touched had at least 100 return on it but that is not telling the full picture because when you accelerate Revenue when you prevent Revenue leakage there's a lot more value in Roi which has not been

(11:59) calculated in this model this purely cost Roi for instance deal registration has been automated and improved drastically during the covet times and post Kobe times the customer required delivery dates keep changing and if you had to manually track all of that stuff it's not going to be possible so again an automation platform intelligent automation platform was vital for this right to use tracking all the right to use across various different customers again something which you've been able to deliver with the AAA platform

(12:31) and it's not just sales it's Finance it is supply chain it is even customer service Juniper is a 25 year old company so not everything was SAS and Cloud delivered day one you know there was like actual devices on-prem stuff older releases all of that stuff to track all that customer inventory and also to have that customer data to actually validate all the stuff entitlements and everything they have there was no weights possible with the existing tools so automation was very vital for us to do that so this is an

(13:02) example of some of the things we did going forward the journey is going to be much more broader and impacting the company in a bigger way especially with the Advent of AI gen AI especially with the Advent of the the co-pilots it makes it super simple for us to empower the business users let me give you a specific example we're going to tackle Juniper is a very acquisitive company so we acquire companies and one of the common problems I've seen as a CEO is that when you acquire a company it comes with a whole set of systems which is

(13:35) different from the systems we have and integrating the systems which is a little bit of a nightmare it takes time uh from a customer perspective the customer is still looking at buying the acquisition and all the engagement with the acquisition just like it's been it's been a separate company for at least six to six months to a year and that is not the right way to go in this day and age with an intelligent automation platform we have the ability to make it all look like a single Juniper po single Juniper

(14:02) engagement much faster so that's a big initiative I'm going to drive in the company going forward I already touched the day zero day one day two aspect of how we actually get things up and running all of that is already in motion with the intelligent automation platform when you actually put the code in Salesforce to actually getting an automated shipment happen to when some somebody's scanning a QR code it automatically connects to the cloud and gets the configuration all of that is this seamless automation again

(14:33) and we all live in a very very strange time with a lot of geopolitical tensions and without naming specific things you know we're always watching what can change from a supply chain perspective Supply Dynamics demand perspective and we've got to be moving very quickly with that and automation platform can really help us with that end-to-end automation when you think about this you typically think in terms of okay Legacy systems and new systems how do you tie them together but it's more than that it is Discovery

(15:07) automating and delivering the value but the new thing which is coming is the auto Improvement with the Advent of Jane AI we have the ability to do a lot of automatic improvements which is actually going to speed up the velocity of the business so this is something we're looking forward to also last but not least supercharge the programs you know now it's not just the business user the developer can go faster our Coe can go faster and if anything one of the things I noticed in the meetings or the meetings outside the

(15:38) meeting room is that there's a lot of you know interactions between the various different Coes on best practices and stuff like that and that's how things get better and better there's no substitute for that interaction so if you do all of this stuff you know if you empower the business users and supercharge the Next Generation what are we going to achieve this is what I would like to achieve as a cxo for the company which I'm driving go from a 5.

(16:06) 5 billion dollar company to a 10 billion dollar company with you know much better operating margins because we can automate a whole bunch of mundane stuff I want to focus on what is important you know the core companies is in networking and making our networking the best in the industry I don't want to focus on anything else and a recognized Pioneer making networking experience the most important thing you want to make networking as invisible as possible that's helpful we have a gold carbon neutral by 2025 but we're going to do even better than

(16:39) that and I'm very committed to doing this I I did not specifically go into this example ESG is a big big part of Juniper's future or one of the stated goals and there's a lot of different you know environmental organizations you know lots of different standards lots of sbti as many of you know right even keeping track of that the ratings changing and the requirements changing is a nightmare this is one of the areas we are actually going to use automation anywhere because my goal is to make sure that all

(17:13) of this data is there on the fingertips of the developers the Asic Engineers who are focused on just one thing improving the power efficiency that should be the only thing they should be focusing on so for power efficiency I want them to look at you know how do you turn off parts of the network or turn up parts of the device and that we save power uh one of the examples I'd like to give to make it really visible for people is that for the first time in like 50 60 years Saint Peter's Basilica and Vatican

(17:45) this whole year lights turn off at 8 pm because they're trying to save energy so energy and sustainability is super important so I want people to focus on what they can control and not worry about other things and employees doing their best work so with that what I would say is that there is a little bit of a call to action for all of you don't think in terms of I'm going to do a riff on MasterCard advertisement I think that's that's something good to do uh you need to focus on your core competencies and where you can

(18:21) differentiate and where you can be the best among the best right you want to call out the competition and say that we dare we dare the competition to come anywhere near what you're doing right example like GSK what they said yesterday in terms of how they are mining the mining with AI they have to say we dare they want to focus on what they're really good at and spend all energy for everything else there should be an intelligent automation platform so that's my refund MasterCard ad for everything else trust automation

(18:50) anywhere you focus on your core competencies thank you [Applause]

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