Communication Service Providers are evolving complex multi-vendor networks to provide new services for 3G/4G/5G mobile, data, TV, fixed line and Unified Communications. The many disparate systems that require complex rules and knowledge to operate result in unreliable, intricate and lengthy configuration using many vendor-specific tools and an in-house favourite collection of spreadsheets which are often neither formally managed nor adequately maintained.

Network Operation Centre (NOC) / Service Operation Centre (SOC) staff are confronted with a multitude of data sources and information to provision services, often needing to manually configure multiple disparate vendor platforms to activate end-to-end services.

- Managing multi-vendor activation and provisioning with one platform
- Efficient application of current processes across multiple domains
- Reduce reliance on legacy systems
- Simple adoption of future processes

Intensely manual process

- Involves error prone “swivel chair” access to multiple systems
- Suffers subjective application of policies and rules
- Has longer execution times than customer expectations
- Pushes systems beyond their specifications
- Results in high error rates necessitating additional rework
- Draws on inconsistent data sources
- Is not easily adaptable to support new service types
- Requires data conversion to meet individual vendor’s specific needs
Solution:

The Cortex Intelligent Automation platform is a single easy-to-operate vendor-independent solution.

- Planning and allocating network and infrastructure resources in line with business and technical policies
- Consolidating information from multiple sources, including spreadsheets
- Removing manual errors and improving accuracy
- Orchestrating consistently the business rules for configuration, capacity planning, and resource and service identification/naming, for standardised service configuration and improved quality
- Reducing the process execution time and increasing the organisation capacity and velocity

OUTCOMES

Increased customer satisfaction, with increased accuracy delivering services right first time

Faster completion of order fulfilment, resulting in significant reductions in SLA breaches

Removal of local ad hoc and unmanaged data sources such as spreadsheets

Reduced manual involvement freeing up highly skilled NOC/SOC staff to perform higher-value functions

Efficient and consistent application of current processes across multiple network domains

Simple adoption of future processes

START YOUR INTELLIGENT AUTOMATION JOURNEY TODAY

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